



# User Guide

Your Palm<sup>®</sup> Centro<sup>™</sup> Smart Device

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# Contents

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<b>Welcome</b> . . . . .	<b>7</b>
What's in the box? . . . . .	9
What do I need to get started? . . . . .	10
Where to learn more . . . . .	11
<b>Setting up</b> . . . . .	<b>13</b>
Centro™ Overview . . . . .	15
Inserting the SIM card and battery . . . . .	17
Charging the battery . . . . .	19
Maximizing battery life . . . . .	21
Making your first call . . . . .	23
Setting up your computer for synchronization . . . . .	25
Synchronizing information—the basics . . . . .	30
<b>Moving around on your Palm® Centro™ smart device</b> . . . . .	<b>33</b>
Moving around the screen . . . . .	35
Using the keyboard . . . . .	39
Opening applications . . . . .	43
<b>Your phone</b> . . . . .	<b>47</b>
Turning your Centro™ smart device on and off . . . . .	49
Making calls . . . . .	51
Receiving calls . . . . .	56
Using voicemail . . . . .	57
What can I do when I'm on a call? . . . . .	58
How many minutes have I used? . . . . .	65
Entering names and phone numbers . . . . .	65

Defining favorite buttons . . . . .	70
Using a hands-free device . . . . .	73
Customizing phone settings . . . . .	77
What are all those icons? . . . . .	83
<b>Your email and other messages . . . . .</b>	<b>87</b>
Which email application should I use? . . . . .	89
The VersaMail® application . . . . .	92
Xpress Mail . . . . .	108
Messaging . . . . .	112
Instant Messaging (IM) . . . . .	123
<b>Your Push to Talk application . . . . .</b>	<b>127</b>
What is Push to Talk? . . . . .	129
Setting up PTT . . . . .	131
Creating a PTT contact list . . . . .	132
Viewing availability . . . . .	137
Making calls . . . . .	139
Receiving calls . . . . .	141
What can I do when I'm on a PTT call? . . . . .	142
Using the Call Log . . . . .	144
Sending messages . . . . .	145
Viewing messages . . . . .	146
Customizing your PTT settings . . . . .	147
<b>Your connections to the web and wireless devices . . . . .</b>	<b>149</b>
Web browser . . . . .	151
Connecting your computer to the Internet through your Centro™ . . . . .	160
Connecting with Bluetooth devices . . . . .	163

<b>Your photos, videos, and music</b> .....	<b>169</b>
Camera and Camcorder .....	171
Pictures & Videos .....	175
Pocket Tunes™ Deluxe .....	180
<b>Your personal information organizer</b> .....	<b>187</b>
Calendar .....	189
World Clock .....	196
Tasks .....	198
<b>Your memos and documents</b> .....	<b>203</b>
Documents To Go® Professional .....	205
Memos .....	206
Voice Memo .....	207
<b>Your application and info management tools</b> .....	<b>209</b>
Using Find .....	211
Viewing and using the alerts .....	211
Calculator .....	212
Installing applications .....	214
Removing applications .....	216
Viewing application info .....	218
Sending information with Bluetooth® wireless technology .....	218
Beaming information .....	221
Synchronizing information—advanced .....	223
Using expansion cards .....	229
<b>Your personal settings</b> .....	<b>235</b>
System sound settings .....	237
Display and appearance settings .....	238
Applications settings .....	241

Locking your Centro and info	243
System settings	250
Connecting to a VPN	252
<b>Common questions</b>	<b>255</b>
Upgrading	257
Desktop software installation	259
Resetting your Centro	259
Replacing the battery	261
Screen	263
Synchronization	264
Phone	271
Hands-free devices	273
Email	275
Messaging	275
Web	276
Camera	279
Making room on your Centro	280
Third-party applications	281
Error messages	282
<b>Terms</b>	<b>285</b>
<b>Important safety and legal information</b>	<b>289</b>
<b>Specifications</b>	<b>293</b>
<b>Index</b>	<b>297</b>



# Welcome

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Congratulations on the purchase of your Palm® Centro™ smart device!

## Benefits

- Make and receive phone calls
- Manage your contacts, calendar, and task list
- Receive and send corporate and personal email messages
- Browse the web
- Use a Bluetooth® headset (sold separately) for hands-free operation

## In this chapter

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What's in the box? . . . . .	9
What do I need to get started? . . . . .	10
Where to learn more . . . . .	11



In one compact and indispensable device, you now have all of the following:

- Phone application for making and receiving calls
- Push to Talk application for talking instantly with other members who are signed up to use this walkie-talkie type of service
- Contacts application that stores the names, phone numbers, and even pictures of friends, family, business contacts—everyone you stay in touch with
- Email applications for receiving and sending email (business and personal)
- Palm OS® by ACCESS personal info applications for storing your appointments, to-do lists, memos, and more
- Expansion card slot that accepts microSD cards (sold separately) for storing music files, videos, dictionaries, games, and lots of other applications
- An SXGA 1.3 megapixel (1280 x 1024) digital camera for snapping photos and capturing short videos

- Text and multimedia messaging
- Music player
- Applications for reading, creating, and editing Microsoft Office files and viewing PDF files
- Desktop synchronization software for entering names, addresses, and more on your computer, and then transferring them to your Centro with one press of a button

**TIP LOOK HERE:** Don't miss the helpful tips and cross-references given in these boxes.

## What's in the box?

You should have received all the following items in the box:

### Hardware

- Centro
- AT&T SIM card (not included with all models; preinstalled in Centro on some models; see [Inserting the SIM card and battery](#) for details).

**KEY TERM SIM (Subscriber Identity Module)**

**card** The smartcard that you insert into your Centro and that identifies you to the mobile network. It contains your mobile account information, such as your phone number and the services to which you subscribe. Phone book entries and SMS messages can also be stored on the SIM card.

- Rechargeable battery
- AC charger
- USB sync cable

**Documentation and software**

- *Getting Started Guide*
- Getting Started CD, which includes the following:
  - Palm® Desktop software or a link to this software
  - Links to bonus software for your Centro
  - *User Guide* (this guide)
- Palm warranty

**TIP** Missing something? Need help? Call AT&T customer service: 1-800-331-0500 or call 611 from your Centro.

## What do I need to get started?

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This guide helps you set up your Centro and quickly learn to use it. To get started, you need all the items that came in the Centro box (see [What's in the box?](#)), plus the following:

- Appropriate service contracts. Phone and text messaging services and Push to Talk service require a service contract with AT&T. Web, email, and multimedia messaging services require a service contract and data services from AT&T. Be sure to sign up for a mobile account with data services. Data speeds vary based on network availability and capacity. Please contact AT&T for details about your data service options.

- A SIM card. To use your Centro on the AT&T network, you must insert the SIM card into your Centro. Without a SIM card, you can only call 911.
- If your Centro box did *not* contain a SIM card, you need to contact AT&T to get one.
- If you have an old SIM card from Cingular Wireless, you can use it if it conforms to the requirements for the SIM card to be used in a Centro.
- A location where you are within coverage of the AT&T network.
- An electrical outlet.
- The computer with which you want to synchronize your personal information.



## Where to learn more

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Whether you're on the go or at your computer, there are several ways to learn more about using your Palm® Centro™ smart device.



### For a quick introduction


**Quick Tour:** The Quick Tour introduces you to many of the features on your Centro. It is already installed on your Centro, and you can open it any time. Press


**Applications** , and then select **Quick Tour** .

**Tutorial:** The Palm Tutorial explains how to make calls, browse the web, and send and receive email. Find the tutorial on the web at [go.palm.com/centro-att/](http://go.palm.com/centro-att/).

### While using your Centro

**On-device User Guide:** A copy of this guide is included on your Centro. The on-device guide is specially formatted for your Centro screen. To view the on-device guide, press **Applications** , and then select **My Centro** .

**Tips:** Many of the built-in applications include helpful tips for getting the most out of your Centro. To view these tips, open an application, press **Menu** , select **Options**, and then select **Tips**.

Many dialog boxes have a Tips  icon in the upper-right corner. Select the **Tips** icon to learn about the tasks you can perform in that dialog box.

**Online support from Palm:** For up-to-date downloads, troubleshooting, and support information, go to [go.palm.com/centro-att/](http://go.palm.com/centro-att/).

### If you need more information

**Books:** Many books on Palm OS® devices are available in local or online book retailers (look in the computers section), or visit [go.palm.com/centro-att/](http://go.palm.com/centro-att/).

**Online forums:** Consult online user discussion groups to swap Centro information and learn about Centro topics you may find nowhere else. Visit [go.palm.com/centro-att/](http://go.palm.com/centro-att/) for details.

**Customer service from AT&T:** For questions about your mobile account or features, contact AT&T at 1-866-246-4852, or dial 611 from your Centro.



# Setting up

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You're about to discover the many things about your Palm® Centro™ smart device that will help you better manage your life and have fun, too. As you become more familiar with your Centro, you'll want to personalize the settings and add applications to make it uniquely yours.

But first, take the few easy steps in this chapter to set up your Centro and get it running.

## Benefits

- Know where your Centro controls are located
- Establish a link between your Centro and your computer
- Start using your Centro right away

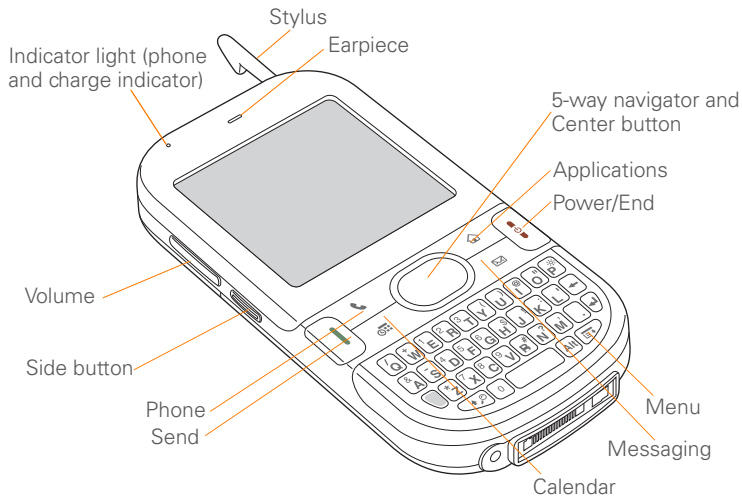
## In this chapter

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Centro™ Overview . . . . .	15
Inserting the SIM card and battery. . . . .	17
Charging the battery. . . . .	19
Maximizing battery life . . . . .	21
Making your first call . . . . .	23
Setting up your computer for synchronization . . . . .	25
Synchronizing information—the basics . . . . .	30

# Centro™ Overview

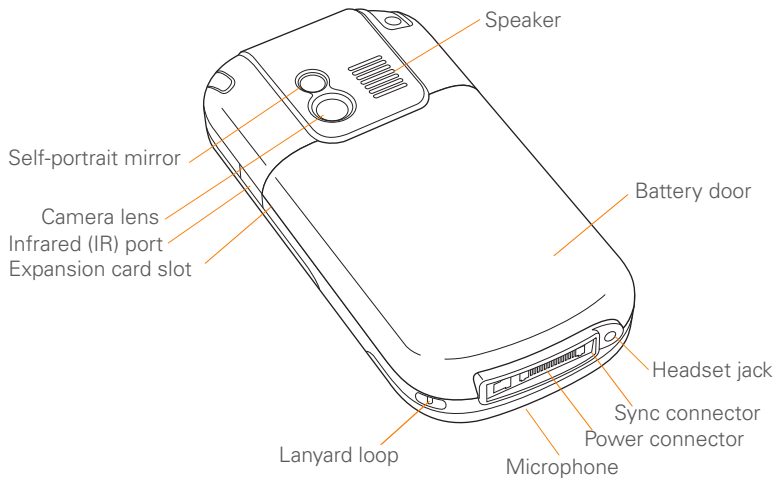
## Front view



**TIP** Protect your screen. Be careful to store your Centro away from items that might scratch or crush the screen. Your Centro comes with a screen protector. Visit [go.palm.com/centro-att/](http://go.palm.com/centro-att/) to find carrying cases and other useful accessories.

**DID YOU KNOW?** When your Centro screen is on, you can press the **Side** button to open the Push to Talk application. If you decide not to subscribe to Push to Talk, you can change your button settings and select an application of your choice; see [Reassigning buttons](#) for details.

## Back view





**IMPORTANT** The Centro speaker includes a large magnet, so be sure to keep your Centro away from credit cards or other items that could be demagnetized.

### Top view



Ringer switch

**DID YOU KNOW?** The Ringer switch silences all sounds at once. You don't need to hunt for Off buttons all over the device.

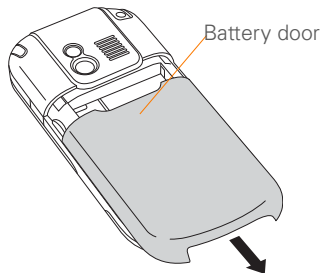
## Inserting the SIM card and battery

Your SIM card contains account information such as your phone number and voicemail access number. To use the

phone, email, or web features, the SIM card must be inserted into your Centro.

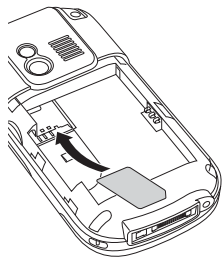
**NOTE** Your SIM card may already be installed in your Centro. Follow steps 1 through 3 to check. If a SIM card did not come with your Centro, you may already have one. If the SIM card does not work, contact AT&T.

- 1 Press the **battery door** near the top and slide the battery door downward to remove it from your Centro.

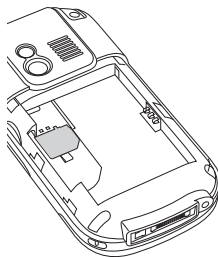


- 2 If the battery is installed, remove it. (See [Replacing the battery](#) for details.)

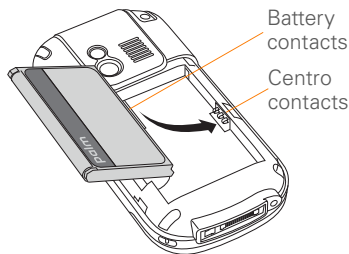
- 3 If the SIM card is already installed, skip to step 7.
- 4 Remove the stylus to make insertion of the SIM card easier. Replace it when you finish these steps.
- 5 Align the notch on the SIM card with the right side of the SIM holder.



- 6 Insert the straight end of the SIM card into the SIM holder, and then push the SIM card forward until it fits into place.



- 7 Align the metal contacts on the battery with the contacts inside the battery compartment, insert the battery into the compartment at a 45-degree angle, and then press it into place.



**IMPORTANT** Use the battery that came with your Centro. Do *not* use a battery from another Centro model in your Centro. Similarly, do *not* use the Centro battery in another Centro model. Using a battery that is designed for another Centro model can damage your Centro. For info on replacement batteries, see [Replacing the battery](#).

**NOTE** Unauthorized batteries will not power your Centro. Only a Palm approved battery will wake up and power your Centro. If your Centro does not turn on, check to see whether an unauthorized battery has been inserted in your Centro.

- 8 Slide the battery door onto the back of the Centro until it clicks into place.
- 9 Your Centro screen wakes up and begins the setup process. When the language selection screen appears, select the language you want to use, and then follow the onscreen instructions to set up your Centro.

**IMPORTANT** Always use the same language for your Centro, your computer operating system, and your desktop

synchronization software. Otherwise, you may lose information or have difficulty with synchronization. Support is not provided for mismatched language setups.

**NOTE** If the correct battery is inserted and your Centro still does not turn on, you need to connect it to the AC charger. Make sure the AC charger is plugged in to a wall outlet. If your Centro still does not turn on after being connected to the AC charger for five minutes, do a soft reset. See [Performing a soft reset](#).

**TIP** The power-saving feature turns off the Centro screen after a period of inactivity. To wake up the screen, press and release **Power/End**, and then press **Center** on the 5-way to turn off **Keyguard**.

## Charging the battery

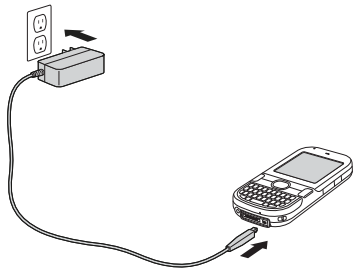
The battery comes with a sufficient charge to complete the setup process and activate your phone. After activation, we recommend charging your Centro for three hours (or until the indicator light is solid

green) to give it a full charge. See [Maximizing battery life](#) for tips on maximizing the life of your Centro battery.

**TIP** To avoid draining the battery, charge your Centro every day, especially if you use your phone often.

**DID YOU KNOW?** If your battery ever becomes fully drained, your info is still stored safely on your Centro until you connect it to a power source and charge the battery.

- 1 Plug the AC charger into a wall outlet.
- 2 Connect the charger cable to the bottom of your Centro. Make sure the arrow on the connector is facing up, toward the screen.

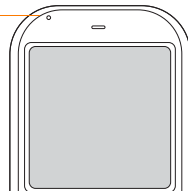


**DID YOU KNOW?** You can also trickle-charge your Centro without the AC charger by connecting it to your computer with the sync cable. Trickle-charging takes longer, however. Be sure to plug your computer into a power source, or your Centro could drain the computer's battery. For the quickest charge time, use the AC charger.

When trickle-charging your Centro with the sync cable, the indicator light may not turn on. To make sure the battery is being charged, check the onscreen battery indicator.

- 3 To confirm that your Centro is being charged, check the indicator light on your Centro.
  - Solid red indicates that your Centro is being charged.
  - Solid green indicates that your Centro is fully charged.

Indicator light



**TIP** If the battery is fully drained, it may take a few moments for the indicator light to turn on when you begin charging.

**TIP** If the indicator light does not turn on when you connect your Centro to the AC charger, double-check the cable connection and the electrical outlet to which it is connected.

When your Centro is on (see [Turning your Centro™ smart device on and off](#)), the onscreen battery icon displays the charging status:



A red lightning bolt indicates that the battery is connected to an electrical outlet and is being charged.



A green lightning bolt indicates that the battery is connected to an electrical outlet and is fully charged.



A partial battery without a lightning bolt indicates that the battery is not connected to an electrical outlet and it has some power.



An almost empty battery that is red at the bottom indicates that you need to charge the battery immediately.

To see the remaining battery charge expressed as a percentage, tap the onscreen **battery** icon.



— Battery icon

## Maximizing battery life



Battery life depends on how you use your Centro. You can maximize the life of your battery by following a few easy guidelines:

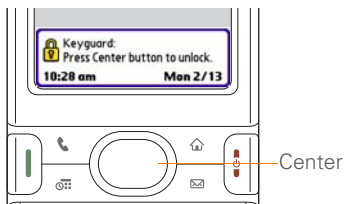
**IMPORTANT** You must use the battery that came with your Centro or a Palm-approved replacement. For info on replacement batteries, see [Replacing the battery](#).

Unauthorized batteries cannot power your Centro. Only a battery approved by Palm will wake up and power your Centro.



- You can buy an extra battery as a spare for long plane trips or periods of heavy use. To purchase batteries that are compatible with your Centro, go to [att.com/wirelessaccessories](http://att.com/wirelessaccessories) or visit your local AT&T store.
- Charge your Centro whenever you can. Charge it overnight. The battery has a much longer useful life when it is topped off frequently than when it is charged after it is fully drained.
- The wireless features (phone, email, messaging, Push to Talk, and web) and media features (camera, media players, eBooks, and games) of your Centro consume more power than its organizer features. Speakerphone usage also consumes more power than using the earpiece. If you use the wireless, speakerphone, and media features often, keep an eye on the battery icon and charge when necessary.
- If you don't plan to use the wireless features on your Centro for a while, turn off your phone (see [Turning your Centro™ smart device on and off](#)) and let all calls be picked up by voicemail.
- As with any mobile phone, if you are in an area with no wireless coverage, your Centro searches for a signal, which consumes power. If you cannot move to an area of better coverage, temporarily turn off your phone. While your phone is off, you can continue to use the nonwireless features of your Centro.
- Turn down the screen brightness (see [Adjusting the brightness](#)).
- Decrease the settings in Power Preferences and turn off Beam Receive (see [Optimizing power settings](#)).
- Turn off the Bluetooth® feature if you're not using it. See [Connecting to a Bluetooth® hands-free device](#).

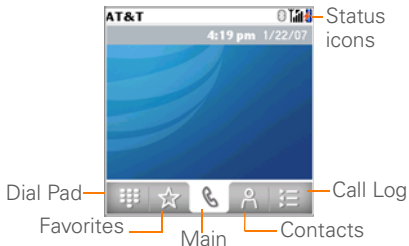
## Making your first call

- 1 Press **Phone** .
- 2 If prompted, press **Center**  to turn off **Keyguard** (see [Locking your keyboard \(Keyguard\)](#) for more info).





- If **Check SIM Card** appears in the title bar, see [Inserting the SIM card and battery](#).
- If a blank space appears in the title bar, the phone is either searching for a network or you're outside a wireless coverage area. It may take a few moments for the title bar to display a network name. If you believe you are in a wireless coverage area and this problem persists, contact AT&T for assistance.

- 3 Press **Left**  to select the **Dial Pad**  tab.




- 4 Tap the onscreen Dial Pad to enter the number you want to call.



- 5 Press **Send**  to dial the number.
- 6 If prompted, press **Center**  to select **Yes** and turn on your phone.

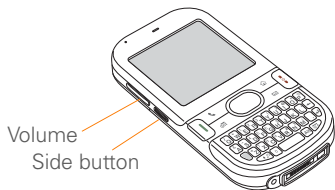
**TIP** If you are inside a coverage area and cannot complete a call, contact AT&T for assistance.

- After you finish the call, press **Power/End**  to end the call.



### Adjusting call volume

While a call is in progress, press the **Volume** button on the side of your Centro to adjust the call volume.

- To increase the volume, press the upper half of the **Volume** button.
- To decrease the volume, press the lower half of the **Volume** button.



### What's my phone number?

- Make sure your phone is on (see [Turning your phone on and off](#)).
- Press **Phone** .
- Press **Menu** .
- Select **Options**, and then select **Phone Info**.



Look here for  
your phone  
number

If your phone number doesn't appear in Phone Info, make sure your SIM card is properly inserted into your Centro. If your phone number still does not appear in Phone Info, look for the number on the plastic holder to which the SIM card was attached. If you still need assistance, please contact AT&T.



# Setting up your computer for synchronization

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Before you can synchronize the info on your computer and the info on your Centro, you need to install the desktop synchronization software and connect the sync cable to your computer.

You can use either Palm® Desktop software (included) or Microsoft Outlook for Windows (sold separately) as your desktop software.

Not familiar with synchronization? See [Synchronizing information—the basics](#).

## System requirements

Your computer should meet the following minimum system profiles for Windows or Mac computers.

Windows XP Service Pack 2 (SP2),  
Windows Media Center Edition 2005, or  
Vista:

- 32MB of available memory (RAM)
- 170MB of free hard disk space
- CD drive
- Available USB port

Mac OS X version 10.3 to 10.5:

- 128MB of total memory (RAM)
- 190MB of free hard disk space
- CD drive
- Available USB port

## Upgrading from another PalmOS® by ACCESS device

**NOTE** If you are setting up your first Palm OS® device, skip ahead to [Installing the desktop synchronization software](#).

When you install the desktop software from the Getting Started CD, some third-party applications may be quarantined because they are not compatible with the Palm OS software version 5.4.9 on your Centro. Quarantined files are not installed on your Centro, nor are they deleted. These files are placed in a new folder on your computer: C:\Program Files\Palm\*device name*\PalmOS5

Incompatible Apps. (Can't find a Palm folder in Program Files? Then look for a folder labeled palmOne or Handspring instead. For more info, see [I can't find my user folder.](#))

**IMPORTANT** Synchronize your Centro only with the version of Palm Desktop software included with your device. Older versions may not work correctly.

**TIP** We do not recommend using third-party utilities that back up your old device's information onto an expansion card and then transfer the info to your Centro. Such methods transfer all applications to your Centro, including those that are not designed to work with Palm OS version 5.4.9.

You can transfer all compatible applications and information from your previous Palm OS device—whether it's a handheld or a Treo—to your new Centro, so long as the space taken up by all the info you want to transfer is 64MB or less. This includes your calendar events, contacts, memos, and tasks, as well as your application settings and any compatible third-party applications and files.

- 1 Calculate how much space your apps and info occupy on your *previous* Palm OS device.
  - In Applications View, open the menus.
  - Select **Info** on the **App** menu.
  - At the bottom of the screen, select **Size**.



- Look at the numbers on the **Free Space** line and subtract the number on the left from the number on the right to calculate the space used. For example, on the device shown here,  $22.4 - 17.5 = 4.9$ . This means that 4.9MB of space is occupied on this device.
- 2 If the space occupied on your previous device is 64MB or less, go to step 3. If the space occupied is greater than 64MB, do any of the following to reduce

- the storage space you're using before you go to the next step:
- Delete any third-party applications that you no longer use.
  - Move large files, such as eBooks and images, to an expansion card.
  - Move third-party applications to an expansion card.
  - Purge old info in applications such as Calendar (Date Book), Tasks (To Do), and email. Refer to the documentation that came with your previous device for instructions on these items.
- 3** Synchronize your *previous* device with your *previous* desktop software to back up your information one last time.
  - 4** Install the desktop synchronization software from your new Getting Started CD (see [Installing the desktop synchronization software](#)).
  - 5** During the installation process, sync your Centro with your *new* desktop software as instructed. When prompted, do the following:
    - Connect your Centro to your computer (see [Connecting your Centro to your computer](#)).
    - Indicate that you want to sync only the info in your PIM apps (Calendar, Contacts, Memos, and Tasks). This is strongly recommended to ensure an optimal upgrade experience. Or indicate that you want to sync all info and apps (excluding apps known to be incompatible).
    - Select a device name for your Centro; be sure to select the same name that you used for your old device. (To locate this name, select the HotSync application on your old Palm device. The device name appears in the upper-right corner of the screen.)
  - 6** **MAC ONLY** If you have pictures on your previous device, copy them from your previous device to an expansion card or beam them to your Centro.
  - 7** If you plan to continue using your *previous* device, perform a hard reset on your *previous* device to remove its associated device name. (See the documentation that came with your *previous* device for instructions on

performing a hard reset.) Each device you synchronize with your computer must have a unique name. The next time you synchronize your previous device with your computer, be sure to assign it a new name.

If any third-party applications are quarantined during the installation, do not manually install them. Contact the third-party developer for software updates and info about compatibility with your Centro.

If you have trouble upgrading or finding quarantined files, see [Upgrading](#).

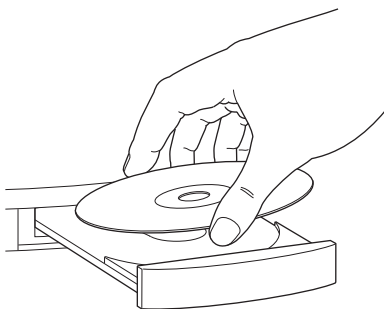
### Installing the desktop synchronization software

**IMPORTANT** Even if you already own a Palm OS device and have installed a previous version of the desktop software, you must install the software from the Getting Started CD that came with your Centro.

**BEFORE YOU BEGIN** If you are installing on a computer at work, make sure your computer is configured to let you install new software. Contact your company's IT department for help.

**TIP** If you want to sync info with applications other than Palm Desktop or Microsoft Outlook, you need to purchase additional third-party sync software. This sync software is sometimes called a *conduit*.

- 1 Close any applications that are currently running on your computer, including those that are minimized. Your computer needs to have all its resources available to install the software.
- 2 Insert the Getting Started CD into the CD drive on your computer.



- 3 If you are installing on a Mac, double-click the **CD** icon on the desktop, and then double-click the **Palm Software.pkg** icon.
- 4 When the installation wizard opens, follow the onscreen instructions. Note these important points about the installation.
  - When the language selection screen appears, select the same language you selected on your Centro.
  - **WINDOWS ONLY** You can choose which desktop software you want to use for synchronization:

### **Palm Desktop software or Microsoft Outlook.**

**NOTE** Whether you select to synchronize with Microsoft Outlook or Palm Desktop software, Palm Desktop software is still installed on your computer. If you use Outlook as your desktop email application, select Outlook as your desktop synchronization software. Remember that when you enter information on your computer, you must enter it in the software you selected in this step.

- The installation process prompts you to connect your Centro to your computer. Go to the next section.

### **Connecting your Centro to your computer**

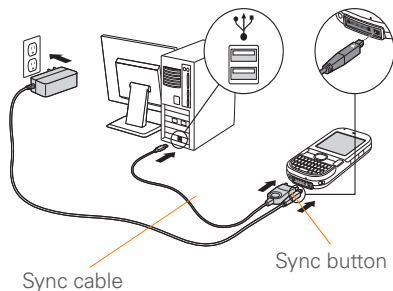
After you install the desktop software (see [Installing the desktop synchronization software](#)), you're ready to connect your Centro to your computer.

- 1 Plug the AC charger into a wall outlet.
- 2 Plug the USB sync cable into an available USB port or into a powered USB hub connected to your computer.

**TIP** For best performance, plug your sync cable directly into a USB port on your computer. If your computer has USB ports on both the front and back, we recommend using the back port; the front port is often a low-power port. If you use a USB hub, make sure the hub has its own power supply.

- 3 With the sync button facing up, connect the sync cable to the bottom of your Centro. Do not press the sync button until you are instructed to do so.
- 4 (Optional) Connect the charger cable to the bottom of your Centro.

You are now ready to synchronize; go to [Synchronizing information—the basics](#).



## Synchronizing information—the basics

Synchronizing means that info you enter or change in one place (your Centro or your computer) is automatically entered or changed in the other; so there's no need to enter the info twice. We strongly recommend that you sync your Centro with your computer or corporate server frequently to keep your info up-to-date (and backed up) in both locations.

The info from all the following applications is updated by default each time you sync your Centro with your desktop software:



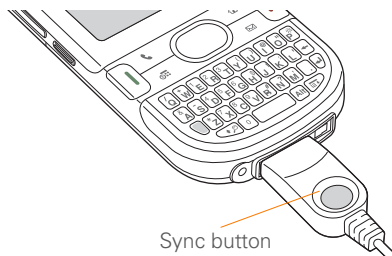
How each application syncs depends on your computer type and the desktop software you are using, as follows:

Computer type	Desktop software	What syncs and where
Windows	Microsoft Outlook	<ul style="list-style-type: none"> <li>Calendar, Contacts, Memos, and Tasks sync with Outlook.</li> <li>Pictures &amp; Videos syncs with Palm Desktop.</li> </ul>
Windows	Palm Desktop	All apps sync with Palm Desktop.
Mac	Palm Desktop	All apps sync with Palm Desktop.

For more sync options, including which apps sync, see [Synchronizing information—advanced](#).

**BEFORE YOU BEGIN** To sync your info, you must install Palm Desktop software from the Getting Started CD that came with your Centro—even if you sync with Outlook or another third-party application. See [Installing the desktop synchronization software](#) for instructions.

- 1 Connect your Centro to your computer, as described in [Connecting your Centro to your computer](#).
- 2 Press the **sync** button on the sync cable.



Messages on both your computer and your Centro indicate that synchronization is in progress.

- 3 Wait until you see the message on your Centro that the HotSync operation is complete; then disconnect the sync cable. Do not disconnect the sync cable until you see this message.

Problems synchronizing? See [Synchronization](#) for troubleshooting suggestions.

If you're finishing your initial setup, you now have the option to install bonus software. If you choose to install some of the bonus software, you need to sync again to install the software on your Centro. You can also install bonus software later; see [Installing applications](#).

For info on locating your pictures and videos on your computer, see [Viewing pictures and videos on your computer](#).

### **Where's my info stored?**

When you synchronize your Centro, your info is stored on your computer in one of these locations:

**Windows XP and earlier:** Program Files > Palm > HotSyncUsername

**Windows Vista:** Username > Documents > Palm > HotSyncUsername





# Moving around on your Palm<sup>®</sup> Centro<sup>™</sup> smart device

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Have you ever been to a new city and felt a bit lost until you figured out that the numbered streets run north/south and the avenues run east/west? Learning to move around on your Centro is similar. Most applications on your device use the same set of controls in the same way. So once you learn how to use these controls on your Palm<sup>®</sup> Centro<sup>™</sup> smart device, you'll be driving all over town and you won't even need a map.

## Benefits

- Find and open applications quickly
- Access extra features with menus
- Move around in applications with one hand, using the 5-way navigator
- Access many more characters and symbols than are displayed on the keyboard

## In this chapter

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Moving around the screen . . . . .	35
Using the keyboard . . . . .	39
Opening applications . . . . .	43

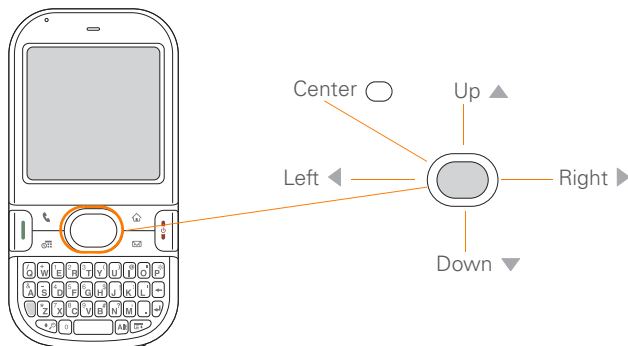
## Moving around the screen

To move around the Centro screen, you can use the 5-way navigator for one-handed navigation, or you can tap items on the screen with the stylus. With use, you will find your own favorite way to scroll, highlight, and select menu items.

**TIP** Some third-party applications may not work with the 5-way navigator, and you must use the stylus instead.

**DID YOU KNOW?** In this guide, we use arrow icons to indicate directions on the 5-way. These are different from any onscreen arrows that you tap with your stylus or select with the 5-way to display pick lists.

The 5-way includes the following buttons:



## Highlighting and selecting items

On most screens, one item—a button, a list entry, or a check box—is highlighted by default. The highlight identifies which item is affected by your next action. Use **Left** ◀, **Right** ▶, **Up** ▲, and **Down** ▼ on the 5-way to move the highlight from one item to another.

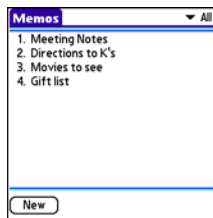
**TIP** If the item you want doesn't appear on the screen, try tapping the onscreen scroll arrows to view more info.

Learn to recognize the highlight. It can take two forms:

**Border glow:** When an entire screen, an onscreen button (such as Done, New, or OK) or a pick list is highlighted, a glow appears around its border. If an entire screen is highlighted, the glow appears at the top and bottom of the screen only.

**TIP** When a border appears at the top and bottom of a list screen, press **Center** on the **5-way** to highlight the first item in the list.

Done



**Colored background:** When a phone number, text, an email address, a web link, or an item in a list is highlighted, the item is displayed as white text against a colored background. Examples of lists include the Contacts list, the Messaging Inbox, and the Tasks list.

all titles  
best sellers  
premier titles

After highlighting an item, you can select or activate it by pressing **Center** ○, or by tapping the item with the stylus.

**TIP** After you open an application (see [Opening applications](#)), experiment with using the 5-way to highlight various screen elements.

## Highlighting text

You can use the stylus to highlight text on the screen.

- Tap and drag the stylus across the text you want to highlight.
- To highlight a word, double-tap it.
- To highlight a paragraph, triple-tap it.

## Accessing command buttons

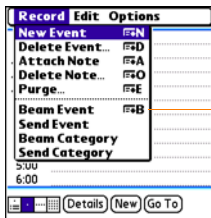
In most applications, command buttons such as New, OK, and Details appear at the bottom of the screen. In many cases, you can jump directly to these buttons instead of scrolling to them.

- From a list screen, such as the Memos list, press **Right** ► to jump to the first button.
- From a screen where you create or edit entries, such as Contact Edit, press **Center** ○ to jump to the first button.
- From a dialog box, such as Edit Categories, press **Up** ▲ or **Down** ▼ to scroll to the buttons.

## Selecting menu items

Many applications have menus to give you access to additional features. These menus are usually hidden from view, but they appear when you press **Menu** (☰). To get the most out of your Centro, it's a good idea to familiarize yourself with the additional features available through the various application menus.

- 1 Press **Menu** (☰) to display an application's menus.



Menu shortcut

- 2 Press **Right** ► and **Left** ◀ to switch between menus.
- 3 Press **Up** ▲ and **Down** ▼ to highlight a menu item.
- 4 Press **Center** ○ to select the menu item, or press **Menu** (☰) to close the menu and cancel your selection.

**TIP** Most menu items have menu shortcuts listed in the menu. To use a menu shortcut, press **Menu** plus the shortcut letter. You don't have to see the menu item to use the menu shortcut.

### Selecting options in a pick list

A range of options is often presented in a type of menu called a pick list, which can be identified by a downward-pointing arrow. Pick lists are different from the application menus previously described. The application menus give you access to additional features, and pick lists let you select the contents for a particular field.

You can select items from a pick list with the 5-way or the stylus.

**5-way:** Use the **5-way** (○) to highlight the pick list, and then press **Center** (○) to display the items in the list.

- Press **Up** ▲ and **Down** ▼ to highlight the item you want.
- Press **Center** ○ to select the highlighted item.

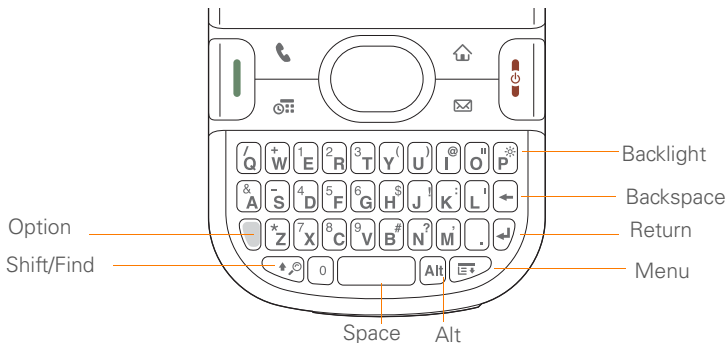
- To exit the pick list without making a selection, press **Left** ◀ or **Right** ▶.

**Stylus:** Use your stylus to tap the pick list.

- Tap the item you want from the list.
- To exit the pick list without making a selection, tap outside the list.









## Using the keyboard



**TIP** When using the keyboard, most people find it easiest to hold the Centro with two hands and use the tips of both thumbs to press the keys.

**DID YOU KNOW?** The Centro includes a keyboard backlight that turns on and off when the screen turns on and off. The backlight also dims when an active call lasts longer than a specified period of time. See [Optimizing power settings](#) to adjust the automatic shut-off and dimming intervals.







## Entering lowercase and uppercase letters

- To enter lowercase letters, press the desired keys.
- To enter an uppercase letter, press **Shift/Find**  and then press a letter key. You don't need to press and hold **Shift/Find**  while entering a letter. When Shift is active, an up arrow  appears in the lower-right corner of the screen.
- To turn Caps Lock on, press **Shift/Find**  twice. To turn it off, press **Shift/Find**  once. When Caps Lock is on, an underlined up arrow  appears in the lower-right corner of the screen.

## Entering numbers, punctuation, and symbols

Numbers, punctuation, and symbols appear above the letters on the keys. To enter these characters, do one of the following:










- Press **Option** , and then press the key with the desired character shown above the letter. You don't need to press and hold **Option**  while pressing the second key. When Option is active, the symbol  appears in the lower-right corner of the screen.
- To turn Option Lock on, press **Option**  twice. To turn it off, press **Option**  once. When Option Lock is on, the symbol  appears in the lower-right corner of the screen.



**DID YOU KNOW?** Some application views, such as the Dial Pad tab in the Phone application or the Calculator, automatically default to Option Lock. In this case, you do not need to press **Option** to enter numbers.

### Entering other symbols and accented characters

Symbols and accented characters that do not appear on the keyboard are available when you use the Alt  key.

- 1 Enter the character that corresponds to the symbol or accented character you want. See the table on the next page.
- 2 Press **Alt** .
- 3 Press **Up** , **Down** , **Right** , or **Left**  to highlight the desired character.
- 4 Press **Center**  to insert the character.

**DID YOU KNOW?** Alternate characters are grouped by their similarity to the base key. For example, the alternate characters available from the E key are é, è, ë, and ê.

**Symbols and accented characters**

Enter...	Then press Alt <b>[Alt]</b> to select...	Enter...	Then press Alt <b>[Alt]</b> to select...	Enter...	Then press Alt <b>[Alt]</b> to select...
a	á à â ã ä å æ	n	ñ	u	ú û ü ù
A	Á À Â Ã Ä Å Æ	N	Ñ	U	Ú Û Ü Ù
b or B	ß	o	ó ò ö ø œ õ	x or X	x ø
c	ç ç ©	O	Ó Ò Ö Õ Œ Õ	y	ý ÿ
C	Ç ç ©	p or P	¶	Y	Ý Ÿ
e	é è ë ê	r or R	®	!	¡
E	É È Ê Ë	s	ß š Œ	?	¿
i	í î ï ð	S	ß Š Œ	:	:-) :(-)
l	ì ï ð	t or T	™	\$	€ £ ¥ ¢
l or L	£				

Press Alt **[Alt]** by itself, after a space or at the beginning or end of a line, to select these characters:

; \_ • \ % = ° ÷ € £ ¥ ¢ [ ] { } < > « » © ® ™ ~ ^ ø | Œ

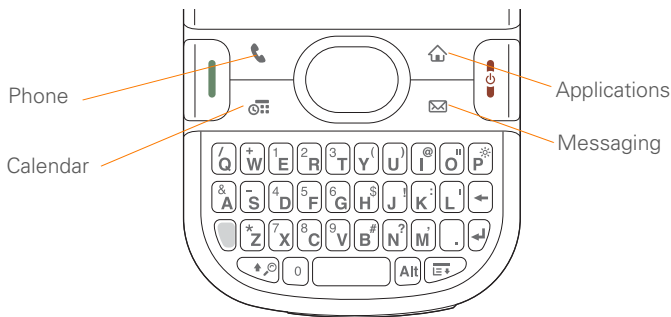
## Opening applications

When you open an application using a quick button or Applications View, you automatically close the app you were previously using.

### Using the quick buttons



The front of the Centro has three quick buttons—Phone, Calendar, and Messaging—that open applications. The fourth button opens Applications View (see [Using Applications View](#)).


**TIP** You can customize the quick buttons yourself; see [Reassigning buttons](#) for details.










Each quick button opens two applications:

- To open a button's primary application, simply press the button.

Button	Primary app
	Phone
	Calendar
	Xpress Mail or Messaging


**NOTE** The first time you press Messaging , a dialog box appears in which you can select the primary application (see [Assigning an application to the Messaging button](#)).

- To open a button's secondary application, press **Option**  and then press the quick button.

Buttons	Secondary app
 + 	Web
 + 	Memos
 + 	Messaging

## Assigning an application to the Messaging button

The first time you press the Messaging button, you are asked to select the primary application for the button from the available email and messaging applications. For more information on each of these applications, see [Your email and other messages](#).



- Press **Messaging** .
- Select the application you want this button to open. You can select **Xpress Mail** or **Messaging** (text and multimedia messages).

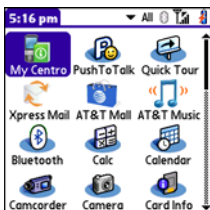
You can change the primary application at any time (see [Reassigning buttons](#)).

**DID YOU KNOW?** Pressing **Option + Menu** dims your Centro screen.

## Using Applications View


You can access all available applications through Applications View.

- 1 Press **Applications** .
- 2 Press **Center** on the 5-way to turn off **Keyguard** (see [Locking your keyboard \(Keyguard\)](#) for more info).
- 3 Use the **5-way**  to highlight the application you want to use.



- 4 Press **Center**  to open the selected application.

In Applications View, you can also do the following:

- Press **Applications**  repeatedly to cycle through various categories of applications. See [Applications settings](#) for more info on categories.
- Enter the first few letters of the application's name to highlight it. For example, if you press **P** it highlights Phone; if you then press **R**, it highlights Prefs. If you pause and then press **R**, it highlights the first application that starts with **R**.

**TIP** You can press and hold **Applications** from any screen on your Centro to select from a list of your most recently used applications.





# Your phone

---

The Phone application is your home base for making and receiving calls and for storing info about the people you need to stay in touch with.

You can effectively manage multiple calls, such as swapping between calls, sending text messages to ignored calls, and creating conference calls with up to five callers. Your Palm® Centro™ smart device helps you perform all these tasks with ease.

You can do more than manage your phone calls in the phone application. You can send text messages, open applications, go to your favorite web pages, see your upcoming appointments, and even find out how many unread email messages you have.

## Benefits

- Stay in touch—you choose how
- Save time with shortcuts to your favorite info
- Have fun: add wallpaper and ringtones
- Make or receive calls without taking your hands off the steering wheel

## In this chapter

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Turning your Centro™ smart device on and off . . . . .	49
Making calls . . . . .	51
Receiving calls . . . . .	56
Using voicemail . . . . .	57
What can I do when I'm on a call? . . . . .	58
How many minutes have I used? . . . . .	65
Entering names and phone numbers . . . . .	65
Defining favorite buttons . . . . .	70
Using a hands-free device . . . . .	73
Customizing phone settings . . . . .	77
What are all those icons? . . . . .	83




## Turning your Centro™ smart device on and off

**NOTE** We use the term *phone* to describe the feature of your Centro that lets you connect to the AT&T network to make and receive calls and transmit data.

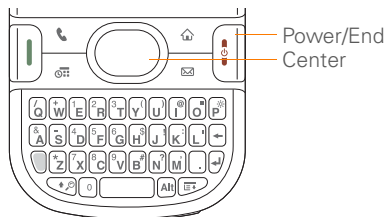
The phone and the screen of your Centro can be turned on and off separately. You can wake up the screen to use just the organizer and media applications of your Centro (such as Contacts, Calendar, Pocket Tunes™, and Pictures & Videos) without turning on the phone. Also, when the screen is turned off, the phone can be on and ready for you to receive and make calls.



### Waking up the screen and turning it off

Wake up the screen and leave the phone turned off when you want to use only the organizer features of your Centro—for example, when you're on a plane and want to look at your calendar.

- 1 Press and release **Power/End**  to wake up the screen.

**TIP** You can also press any of the quick buttons or the **Applications** button to wake up your Centro screen.




- 2 Press **Center**  to turn off **Keyguard**. For more info about turning Keyguard on and off, see [Locking your keyboard \(Keyguard\)](#).
- 3 Press and release **Power/End**  to turn off the screen and lock the keyboard.

**TIP** You can set how long the screen stays on. Press **Applications**, select **Preferences**, select **Power**, and then adjust the **Auto-off after** setting.


## Turning your phone on and off

When your phone is on, it is connected to the AT&T network (provided you are in a coverage area) so that you can make and receive phone calls and use wireless services, such as email, messaging, and the web browser. During initial setup, your phone is automatically turned on, so you can use wireless services right away.


If you turn off your phone, you can still use the organizer features such as Calendar and Contacts, as well as the media features such as Pocket Tunes and Pictures & Videos. You might hear this referred to as *flight mode* because you must turn your phone off when you're on a plane.

- 1 Wake up the screen.
- 2 Press and hold **Power/End**  to turn on your phone.

**TIP** If the Ringer switch is set to Sound On, you hear a series of tones when you turn your phone on and off (see [Silencing sounds](#)).

You know your phone is on and that you're inside a coverage area when you go to the Main tab of the Phone application and you see the **Signal Strength**  icon at the top of the screen.

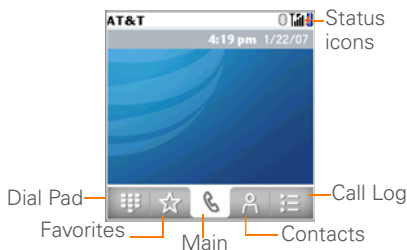
**TIP** If you're outside a coverage area, the upper-left corner appears blank and the indicator light flashes red.

- 3 Press and hold **Power/End**  again to turn off your phone.

You know your phone is off when you go to the Main tab of the Phone application and you see **Phone Off** at the top of the screen.

## Opening the Phone application

Press **Phone**  to display the Main tab in the Phone application.





**DID YOU KNOW?** You can choose which tab appears when you press the **Phone** button. See [Customizing the Main tab in the Phone application](#) for details. If you change the default tab, you need to modify the steps in this chapter accordingly.

## Making calls

There are several ways to make a call. Try them all to find out which way you like best.

### Dialing using the onscreen Dial Pad

- 1 Press **Phone** .
- 2 Select the **Dial Pad**  tab.
- 3 Enter the phone number by tapping the onscreen Dial Pad with the stylus.


**TIP** Press **Backspace** to delete numbers you've entered. To cancel the call altogether, press **Phone** to return to the Main tab in the Phone application.



- 4 Press **Send**  to make the call.

**DID YOU KNOW?** You can paste numbers directly into the Dial Pad. Copy a number from another application, press **Phone**, and select the **Dial Pad** tab. Open the **Edit** menu and select **Paste**. Press **Send** to dial the number.

## Dialing using the keyboard

- 1 Press **Phone** .
- 2 Press the numbered keys to enter the phone number. (You don't need to press Option.)





- 3 Press **Send**  to make the call.

**TIP** After you enter a phone number, you can also press **Center** on the 5-way to select whether to make a phone call or send a text message to that number.

## Dialing by contact name

You need to have names and numbers in your contact list before you can make a call by contact name or phone number. You can

add contacts directly into your Centro (see [Adding a contact](#)), but the fastest way to enter lots of contacts is to enter them in your desktop software and then synchronize to transfer them to your Centro (see [Synchronizing information—the basics](#)). You can also import contacts from your SIM card (see tips on [Viewing your SIM Phonebook](#)).


- 1 Press **Phone** .
- 2 Select the **Contacts**  tab.
- 3 Using the keyboard, start entering one of the following for the contact you want to call:
  - First name (JOH for John)
  - Last name (SMI for Smith)
  - First initial and last name (JSM for John Smith)
  - First few letters of first and last name (SM AN for Smilla Anderson)

For example, entering SM would display Smilla Anderson, John Smith, and Sally Martin. Entering JSM finds only John Smith.

Text appears here as you enter it



**TIP** To restart your search, press **Backspace** to delete letters or numbers you've entered. Or press **Phone** to return to the Main tab in the Phone application.



- 4 Highlight the number you want to dial.
- 5 Press **Send**  to make the call.

**TIP** To see more info for a contact, highlight the name and press **Center** on the 5-way to view the address, company, and other details.

**DID YOU KNOW?** If you want to be able to dial a call from the Main tab in the Phone application by entering a name or a number, you can change a setting to do that (see [Customizing phone settings](#)).

## Voice dialing

You can use the Voice Dialing application to call people in your Contacts list by saying their name or number. If the person you are calling has more than one phone number, you can specify which number to call.

- 1 Press **Applications** .
- 2 Select **Voice Dial** .

A voice prompts you to “say a command.”




- 3 Do one of the following:


**To call a person in your contact list by saying their name:** For example, say, “Call John Doe.” If a contact has multiple numbers, you can specify which number to call. For example, say, “Call John Doe Home.”

**To call a number by saying the individual digits:** For example, say, “Call 408-555-1234.”

## Dialing with a speed-dial favorite button

Your Centro comes with a few predefined speed-dial favorite buttons, but you can also create your own favorites. See [Creating a speed-dial favorite button](#).



- 1 Press **Phone** .
- 2 Select the **Favorites**  tab.
- 3 Use the **5-way**  to highlight the speed-dial favorite you want.

Look for the  icon to distinguish a speed-dial favorite from other types of favorites.

**TIP** To view more favorite buttons, repeatedly press **Down** on the 5-way.



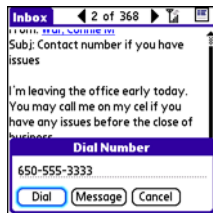
**TIP** You can see all the contact numbers for the selected person or business. Highlight a **speed-dial favorite** button and press **Space** on the keyboard to see alternate phone numbers if the speed-dial favorite was created from a contact.

- 4 Press **Send**  or **Center**  to make the call.

## Dialing from a web page or message

Your Centro recognizes most phone numbers that appear on web pages or in text, email, or multimedia messages.



- 1 Select the phone number on the web page or in the message.






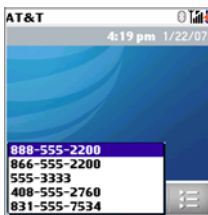
**TIP** If you can't use the 5-way or stylus to highlight and dial a phone number on a web page or in a message, it means that your Centro doesn't recognize the number as a phone number. You can still use the menus to copy and paste the number into the Dial Pad.

- 2 Press **Center**  to open the Dial Number dialog box.
- 3 Select **Dial** to make the call.



### Redialing a recently called number

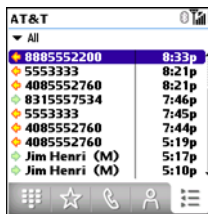
**To dial the last number:** Select the **Main**  tab, and then press and hold **Send**  to dial the last number you called.

**To select from your most recently dialed numbers:** Select the **Main**  tab, press **Send**  to open the Redial list, highlight the number you want to call, and then press **Send**  again to make the call.



### To select from your call history list:

Select the **Call Log**  tab, highlight the number you want to call, and then press **Send**  to dial the number.



**DID YOU KNOW?** You can send a text message from Contacts or your Call Log by highlighting a number, pressing **Center** on the 5-way, and then selecting **Message**.

## Receiving calls

To receive calls, your phone must be on. This is different from having only the screen turned on (see [Turning your phone on and off](#)). When your phone is off, your calls go to voicemail.


**DID YOU KNOW?** If you are playing music on your Centro and a call arrives, the music pauses automatically and resumes when you hang up or ignore the call.




**TIP** See a photo of the person calling you! Learn how to assign a caller ID photo in [Assigning a caller ID photo](#).

To answer a call, do one of the following:

- Press **Send** .
- Select **Answer**.

**NOTE** Pressing **Phone**  silences the ringer, but it does not answer the call.


To ignore a call, do one of the following:

**Send the call to voicemail:** Press **Power/End**  or select **Ignore**.

**Send the caller a text message:** Select **Ignore with Text**. This option sends the call to voicemail and opens a text message addressed to the caller.

**NOTE** Sending text messages to land-line phones may not be supported.

To silence the phone while it is ringing, do one of the following:

- Press any key on your Centro except Send, Power/End, or the 5-way.
- Slide the **Ringer switch** to **Sound Off** . This immediately silences all system sounds, including the ringer.




**DID YOU KNOW?** When you silence the ringer while it is ringing, you can either answer the call or let it ring through to voicemail.

## Using voicemail

Your wireless service includes voicemail. Keep in mind that airtime and other charges may apply when you use voicemail from your phone.

### Setting up voicemail

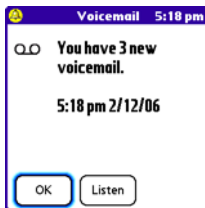
- 1 Press **Phone** .
- 2 Press and hold **1** to dial the AT&T automated voicemail system.
- 3 Follow the voice prompts to set up your voicemail.

**TIP** If you can't connect to the AT&T voicemail system, contact AT&T for assistance:

- Dial 611 from your Centro.
- Call 1-800-331-0500 from any phone.

### Voicemail notification


When you have a new voicemail message, you are notified with an Alert dialog box.



- To dismiss the Alert dialog box, select **OK**.

**TIP** To permanently dismiss the reminder, tap the blinking bell icon that appears in the upper-left corner of the screen. This opens the Alert dialog box and lets you dismiss the alert. See [Viewing and using the alerts](#).

- To play the message, select **Listen**.

When you have messages that you have not listened to, a Voicemail  icon also appears in the title bar of the Phone application. You can also select this icon to listen to your voicemail.

## Listening to voicemail messages

- 1 Press **Phone** .
- 2 Press and hold **1** to dial the voicemail system.

**TIP** You can also select the **Voicemail** favorite button to dial the voicemail system.

- 3 Enter your voicemail password using the keyboard.

**TIP** You don't need to press Option to enter numbers, \*, or # during a call.

**NOTE** If you defined **Extra Digits** for the Voicemail favorite button (see [Editing a favorite button](#) for details), you can select this button to enter your password.

## What can I do when I'm on a call?

When you make or receive a call, Active Call View appears.



Caller's name and number

Call duration

Call status

Button label

**TIP** If the screen dims during a call, press any key except Send or Power/End to restore the screen brightness.

**DID YOU KNOW?** You can set how long the screen stays at full brightness during phone calls. See [Optimizing power settings](#) for details.

Use the **5-way**  or the stylus to select the onscreen buttons. Here's what the buttons do:



Turns on the speakerphone, which means that you and everybody around you can hear the call. (The caller can hear you as well.) The advantage is that you can check your calendar, look up contact info, take notes, and use other features during a call. This button is not available when you use a headset.



Turns off the speakerphone when it is on.



Replaces the Speakerphone button when you use a Bluetooth® hands-free device. Select this button to stop using the hands-free device and switch to holding your Centro to your ear.



Puts a call on hold, and the call status changes to On Hold. To take the call off hold, select this button again.



Lets you make another call while the first call is on hold; see [Making a second call](#) for details. For info on handling a second incoming call, see [Receiving a second call \(call waiting\)](#).



Opens the Dial Pad so you can use it to dial additional numbers, such as an extension or a response to a voice prompt.



Dials any extra digits (such as a password or an extension) that you assigned to a speed-dial favorite button. See [Defining favorite buttons](#) for information on defining extra digits. This button disappears after you select it to dial the numbers.



Mutes the microphone so that you and the noise around you can't be heard on the other end. The call status changes to Muted. When you want to speak, be sure to select the Mute button again.

**TIP** Do you accidentally press onscreen buttons when you're on a call? You can disable the screen's touch-sensitive feature during phone calls; see [Locking your screen](#).

Remember: To manage an active call when the touchscreen is disabled, use the hardware buttons on your Centro.

## Ending a call



Do one of the following:

- Press **Power/End** .
- Press the button on the headset (if the headset is attached).

## Switching applications during a call

You can use your organizer apps and other applications while you're talking on the phone; so go ahead and check your calendar, or go to Memos and enter the driving directions your caller is giving you. You can even send text messages while you're on a call.

**NOTE** What you can't do, however, is make a data connection while on a call. This means that you can't browse the web or send or receive email or multimedia messages.

- 1 (Optional) If you want to continue talking while viewing another application, select **Speakerphone** or connect a headset (see [Using a hands-free device](#)).
- 2 Press **Applications** .
- 3 Select the icon for the application you want to open.
- 4 When you're ready to leave the app, open another app or press **Phone**  to return to Active Call View.

**DID YOU KNOW?** You can press **Phone** to toggle between Active Call View and the Main tab in the Phone app, so you can access other tabs, such as Contacts and Favorites, during a call.

## Saving phone numbers




When you hang up a call with a number that is not in your Contacts list, you are prompted to add the number to your Contacts list.



**TIP** You can turn the Add New Number prompt on and off. In Contacts, open the **Options** menu, and select **Preferences**. To turn this option on, check the **Ask to add unknown phone numbers after calls** box. To turn this option off, uncheck this box.




- To create a new contact entry for this number, select **Create a New Contact**, and enter the contact's info.
- To add this number to an existing contact entry, select **Add to a Contact**.
- To decline adding this number, select **Cancel**.
- To disable the Add New Number prompt, check the **Don't ask me this again** box, and then select **Cancel**.

If you don't add a number right away, follow these steps to add it later.


- 1 Press **Phone** .
- 2 Select the **Call Log**  tab.
- 3 Highlight the number you want to save.
- 4 Press **Menu** .
- 5 Select **Add Contact**.
- 6 Select **New** to create a new contact, or select **Add** to add this number to an existing contact.
- 7 Enter the information for the entry, and then select **Done**.

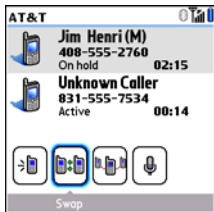
### Making a second call


You can make a second call while your first call is still active. You can then switch between two independent conversations, or you can join several calls in a conference. See [Making a conference call](#).

- 1 Dial the first number and wait until the person answers.
- 2 Put the first call on hold by pressing **Send**  or selecting **Hold** .
- 3 Select **Add Call** .
- 4 Dial the second number.

**NOTE** To dial the second number, you can use any of the methods described in [Making calls](#).

- When the **Dial another call** prompt appears, select **Yes**.
- Select **Swap**  to switch between the two calls.




- To end the active call, press **Power/End** .





**DID YOU KNOW?** When you hang up one call, you can continue your conversation with the remaining call.

## Receiving a second call (call waiting)

When you are on a call, you can receive a second call and have separate conversations with each caller. When the second call comes in, you hear a call waiting tone and the Call Waiting dialog box appears. You can do any of the following to handle the second call:


- To place the current call on hold and answer the new call, press **Send**  or select **Answer**.
- To send the new call to voicemail, select **Ignore**.
- To send the new call to voicemail and send the caller a text message, select **Ignore with Text**.

**NOTE** Sending text messages to land-line phones may not be supported.



- To hang up the current call and answer the new call, press **Power/End**  and then press **Send** .
- To switch between the original call and the second call you answered, select **Swap**  or press **Send** .


## Making a conference call

You can join a total of five other calls in a conference call, provided that your network and service plan include 6-way conferencing. Please contact AT&T for more information. Additional charges may apply and minutes in your mobile account may be deducted for each call included in the conference call.

- 1 While the first call is active, make a second call.
- 2 Select **Conference** . This joins you and the two calls in a conference call.





- 3 To add more calls to the conference, select **Hold** , dial another number, and then select **Conference**  to add the new call.

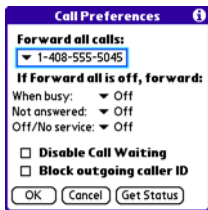
- 4 To end all the calls at once, make sure the conference is the active call, and then press **Power/End** .

**TIP** If you want to hold a separate, “sidebar” conversation with one of the people on a conference call, you can extract that call from the conference. Select **Extract Call** (the onscreen button on the far right), and when the list of callers appears, select the call you want to extract. The conference call remains on hold while you speak privately on the extracted call.

## Forwarding all calls

You can forward all your calls to another telephone number. You can also selectively forward certain calls (see [Forwarding calls under certain conditions](#)). Please check with AT&T about availability and pricing of forwarded calls, as additional charges may apply.

- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Call Preferences**.





- 4 Select the **Forward all calls** pick list.
  - If the forwarding number appears in the pick list, select the number.
  - If the forwarding number does not appear in the pick list, select **Edit Numbers**, and then select **New**. Enter a forwarding number, including the area code and country code if they are different from your mobile phone number. Select **OK**.
- 5 Select the number you just entered, select **OK**, and then select **OK** again.

**TIP** After you set the number you want to forward all your calls to, the call forwarding icon appears in the title bar (see [What are all those icons?](#)). We also recommend that you call your Centro to confirm that your call forwarding settings work properly.

**TIP** To turn off forwarding for all calls, select **Off** from the **Forward all calls** pick list.

### Forwarding calls under certain conditions




You can forward calls to another number when the line is busy, a call is unanswered, your Centro is off, or you are outside a coverage area.

- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Call Preferences**.
- 4 Select the **Forward all calls** pick list and select **Off**.
- 5 Select any of the following pick lists:
  - When busy:** Forwards calls if the phone is busy.
  - Not answered:** Forwards calls if you do not answer.

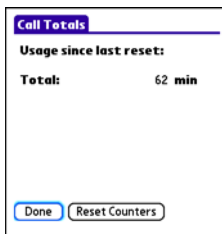


- Off/No service:** Forwards calls when your Centro is not connected to a mobile network.
- If the forwarding number appears in the pick list, select the number. If the forwarding number does not appear in the pick list, select **Edit Numbers** and then select **New**. Enter a forwarding number, and select **OK**. Select the number you just entered.
  - Select **OK**, and then select **OK** again.

## How many minutes have I used?

- Press **Phone** .
- Select the **Call Log**  tab.
- Press **Menu** .

- Select **Totals** from the **Record** menu.







- (Optional) To reset the counters to zero, select **Reset Counters**.
- Select **Done**.

## Entering names and phone numbers

Contacts is the application in which you enter information about the people you want to stay in contact with. You can get to this info from the Phone application, to dial phone numbers and create favorites, and from the Messaging and email applications, to send messages. When you

create a contact, you can also assign a photo and ringtone ID to that contact, so you know when they call you.

### Adding a contact

- 1 Press **Phone** .
- 2 Select the **Contacts**  tab.
- 3 Press **Menu** .
- 4 Select **New Contact** from the **Record** menu.
- 5 Use the **5-way**  to move between fields as you enter info.



**DID YOU KNOW?** If you add a symbol at the beginning of a contact's last name, such as #Smith, the contact appears at the top of your contact list.

- 6 Do any of the following:


**Add a caller ID photo:** Select the **Picture** box. (See [Assigning a caller ID photo](#) for more info.)

**Add a caller ID ringtone:** Select the **Ringtone** pick list. (See [Assigning a caller ID ringtone](#) for more info.)

**Insert a pause when dialing a number:** Enter a comma ( , ) between digits in a phone number to insert a one-second pause. To add a two-second pause, enter a **p**.

**Display a number pad that waits for you to enter a number:** Enter a **w** between digits in a phone number, where you want the prompt to appear. When the number is dialed, the Extra Digits button appears in the active call screen. When you select this button, the digits following the w are automatically dialed.

**Place the entry in a category or mark it private:** Select **Details**. (See [Working with private entries](#) for more info.)



**Add a note to an entry:** Select **Note** .

**Display additional fields for this contact:** Select **Plus** .

- 7 After you enter all the information, select **Done**.

**TIP** Import contacts from your SIM card quickly and easily. In the Contacts list, press **Menu** and then select **Import from SIM** from the Record menu.




### Viewing or changing contact information

- 1 Press **Phone** .
- 2 Select the **Contacts**  tab.
- 3 Begin entering one of the following for the contact you want to view or edit:
  - First name (JOH for John)
  - Last name (SMI for Smith)
  - First initial and last name (JSM for John Smith)
- 4 Select the name of the entry you want to open.

**TIP** To edit the entries on your SIM card, you must either import them into Contacts or press **Applications**, select **SIM Book**, and edit them in the phone book on your SIM card.

- 5 Select **Edit**, make changes to the entry as necessary, and then select **Done**.

### Assigning a caller ID photo

- 1 Press **Phone** .
- 2 Select the **Contacts**  tab.
- 3 Open the contact you want to add the photo to (see [Viewing or changing contact information](#)).
- 4 Select **Edit**.
- 5 Select the **Picture** box and do one of the following:
  - Select **Camera**, take a photo, and then press **Center**  to add the photo to this contact.
  - Select **Photos** and select an existing photo that you want to assign to this contact.




## 6 Select **Done**.

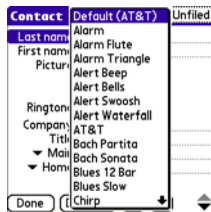
**DID YOU KNOW?** If you assign pictures to your contacts in Microsoft Outlook or Palm® Desktop software and you install the desktop software from the Getting Started CD, the pictures are automatically added to your contact entries on your Centro when you sync. If you use third-party synchronization software, picture sync may not be supported. Check with the software developer for information.

## Assigning a caller ID ringtone

Caller ID ringtones can let you know who is calling before you even look at your Centro. This is a great way to identify calls from important people in your life and to screen calls that you'd prefer not to answer.

### 1 Press **Phone** .




- 2 Select the **Contacts**  tab.
- 3 To open the contact entry for editing, select the name of the contact to whom you want to give a caller ID ringtone (see [Viewing or changing contact information](#)).
- 4 Select **Edit**.
- 5 Select the **Ringtone** pick list and select a tone for this contact entry.



## 6 Select **Done**.

**TIP** You can assign a ringtone to an entire category of contacts. For example, use a special ringtone for categories such as Family, Work, or Golf Buddies. In the Contacts list, select the **category** pick list in the upper-left corner and select **Edit Categories**. Select the category, and then select **Edit**. Select the ringtone on the Edit Category screen.

## Customizing Contacts

- 1 Press **Phone** .
- 2 Select the **Contacts**  tab.
- 3 Press **Menu** .
- 4 Select **Options**, and then select **Preferences**.
- 5 Set any of the following options:



**Remember Last Category:** Sets whether Contacts opens to the last category you selected.

**Show SIM Phonebook:** Sets whether SIM Phonebook appears as an option in the category pick list. When you check this box, you can view entries in the phone book on your SIM card.


**Ask to add unknown phone numbers after calls:** Sets whether you are prompted to add phone numbers that are not in your Contacts list after a call. You can add unknown numbers to an existing contact or create a new contact entry.

**List By:** Sets whether the Contacts list is sorted by last name or company name.

## Deleting a contact




- 1 Select the **Contacts**  tab.
- 2 Highlight the contact you want to delete.
- 3 Press **Menu** .
- 4 Select **Delete Contact** from the **Record** menu, and then select **OK**.

## Creating a business card for beaming

- 1 Create a new contact and enter your own business card info.
- 2 Open the contact entry containing your business card info.
- 3 Press **Menu** .
- 4 Select **Business Card** on the **Record** menu.

**TIP** After you create your business card, you can beam it to another device with an IR port—provided the device supports beaming with Palm OS® devices. Go to **Contacts** or to the **Main** tab in the Phone application, open the **Record** menu, and then select **Beam Business Card**.

## Viewing your SIM Phonebook

- 1 Press **Phone** .
- 2 Select the **Contacts**  tab.
- 3 Press **Menu** .
- 4 Select **Options**, and then select **Preferences**.
- 5 Make sure the **Show SIM Phonebook** box is checked.
- 6 Select **OK**.
- 7 In the Contacts list, select the **category** pick list at the top of the screen and select **SIM Phonebook**.

**TIP** If you imported contacts from your SIM card to Contacts, you may want to uncheck the **Show SIM Phonebook** box to avoid seeing duplicate entries.

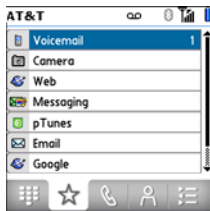
**TIP** Need to copy a contact to your phone book on your SIM card? In **Contacts**, select the contact you want to copy, open the **Record** menu, and then select **Export to SIM**.

## Defining favorite buttons

You can set an unlimited number of favorite buttons for quick access to the following common tasks:




- Dialing a phone number (speed-dial)
- Opening an application
- Accessing a web page
- Addressing a message (text, MMS, or email)
- Accessing voicemail (preset on your Centro)

**TIP** The predefined Bill Balance and My Minutes favorites are AT&T services. If you have questions about these services, please contact AT&T customer service.



**DID YOU KNOW?** If you're upgrading from a Centro 600/650/680/700p/755p, most of your favorites should transfer from your old Centro along with your other info. However, you may need to rearrange the order in which your favorites appear by opening the **Record** menu and then selecting **Organize Favorites**. For more info about upgrading, see [Upgrading](#) from another PalmOS® by ACCESS device.

### Creating a speed-dial favorite button

- 1 Press **Phone** .
- 2 Select the **Favorites**  tab.
- 3 Press **Menu** .
- 4 Select **New Favorite** on the **Record** menu.

- 5 Enter a label for the favorite:
  - If the entry is for an existing contact, select **Lookup**. Enter the last name of the contact. When the name appears, select the phone number you want. Select **Add**.
  - If the entry is for a new contact, enter the label, press **Down** ▼, and enter the number.



You can define additional digits to dial, such as a password or extension.

Insert a pause when dialing a number:

- Enter a comma ( , ) between digits in a phone number to insert a one-second pause.
- To add a two-second pause, enter a **p**.
- To enter a pause for user input, enter a **w** followed by the extra digits you

want to dial. To dial these numbers, select the Extra Digits button that appears in Active Call View (see [What can I do when I'm on a call?](#)).




- (Optional) Enter a **Quick Key**.

**KEY TERM Quick Key** A letter that you can press and hold to activate a favorite from any tab in the Phone app. For example, create a speed-dial button for your mother's number and enter the letter **M** for "Mom" as the Quick Key. Then when you want to call her, go to the Phone app and press and hold **M**. Your Centro dials the number.

- Select **OK**.

**DID YOU KNOW?** You can assign a special ringtone for a contact. See [Assigning a caller ID ringtone](#) for details.




### Creating other types of favorite buttons

- Press **Phone** .
- Select the **Favorites**  tab.
- Press **Menu** .
- Select **New Favorite** on the **Record** menu.

- Select the **Type** pick list and select **Application, Message, Email,** or **Web Link**.
- Enter a label for the favorite and enter any other necessary information on the screen.
- (Optional) Enter a **Quick Key**.
- Select **OK**.

**TIP** When creating a Message or Email favorite, you can enter multiple addresses; simply separate each address with a comma. This is an easy way to send messages to a group of people.

### Editing a favorite button

- Press **Phone** .
- Select the **Favorites**  tab.
- Highlight the favorite button you want to edit.
- Press **Menu** .
- Select **Edit Favorite** on the **Record** menu.
- After you make your changes, select **OK**.






## Using a hands-free device

**TIP** To arrange your favorites, open the **Record** menu and select **Organize Favorites**. Highlight the favorite you want to move, and then press and hold **Option + Up** or **Down** to move the button to another position. Select **Done**.

### Deleting a favorite button

**TIP** Some favorites, such as voicemail, cannot be deleted. If a favorite can't be deleted, the Delete button does not appear on the screen.

- 1 Press **Phone** .
- 2 Select the **Favorites**  tab.
- 3 Highlight the favorite button you want to delete.
- 4 Press **Menu** .
- 5 Select **Edit Favorite** on the **Record** menu.
- 6 Select **Delete**.
- 7 Select **OK**.

If you need to use your phone while driving and this is safe and permitted in your area, use a phone headset or car kit (sold separately) for hands-free operation. Using a hands-free device also makes it easy to check your calendar, look up contact info, take notes, and use other features during a call. You can also listen to stereo music or audio on your stereo headset or car speakers.

Your Centro is compatible with the following types of hands-free devices that are sold separately:

- Most wired headsets and car kits with a 2.5mm connector (3-pin or 4-pin)
- Wireless headsets and car kits enabled with Bluetooth® 1.1 or 1.2 wireless technology

**TIP** The headset designed for Treo 180/270/300 is not compatible with your Centro.

Check the specifications for your hands-free device to confirm compatibility. When in doubt, ask the manufacturer if the product is compatible with your Centro. To view a list of compatible Bluetooth hands-free devices, go to [go.palm.com/centro-att/](http://go.palm.com/centro-att/).

**TIP** To listen to music in stereo, you can purchase the Palm 2-in-1 Stereo Headset. If you want to use a stereo headset with a 3.5mm connector, you need to purchase a stereo adapter. Visit [go.palm.com/centro-att/](http://go.palm.com/centro-att/) for more info on audio accessories.




## Connecting to a Bluetooth® hands-free device

**KEY TERM Partnership** Two devices—for example, your Centro and a hands-free device—that can connect because each device finds the same passkey on the other device. Once you form a partnership with a device, you don't need to enter a passkey to connect with that device again. Partnership is also known as paired relationship, pairing, trusted device, and trusted pair.

Once you set up a partnership with a Bluetooth hands-free device, you can communicate with that device whenever it is turned on and within range. Bluetooth range is up to 30 feet in optimum environmental conditions. Performance and range may be reduced by physical obstacles, radio interference from nearby electronic equipment, and other factors.

**TIP** If you hear a headset buzz or experience poor microphone performance, your headset may be incompatible with your Centro.

**BEFORE YOU BEGIN** Prepare your hands-free device to accept a Bluetooth connection. See the documentation that came with your hands-free device for instructions.

- 1 Press **Applications**  and select **Bluetooth**  or tap the **Bluetooth**  icon in the title bar.
- 2 Select **Bluetooth On**.

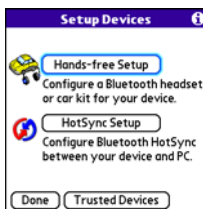
**NOTE** The Bluetooth icon changes from gray to blue to let you know that Bluetooth technology is turned on.



- 3 (Optional) Enter a device name that identifies your Centro when it is discovered by other Bluetooth devices.

**NOTE** Use the same device name for all your Bluetooth connections. If you change the device name, you need to recreate any partnerships you have already created.


- 4 Select **Setup Devices**.
- 5 Select **Hands-free Setup**.



- 6 Follow the onscreen instructions to create a partnership with the specific hands-free device. When prompted, enter a passkey.

**IMPORTANT** Some hands-free devices have a predefined passkey. If your device has a predefined passkey, you can find it in the documentation for that device. Other devices provide a screen where you enter a passkey that you make up. In either case, you must use the same passkey on both your Centro and your hands-free device. We recommend that, where possible, you make up a passkey of 16 alphanumeric characters (letters and numerals only) to improve the security of your Centro. The longer the passkey, the more difficult it is for the passkey to be deciphered.

- 7 After you finish setting up the device, select **Done** to return to Trusted Devices View.

**NOTE** For some car kits, you need to initiate a Bluetooth connection from your Centro to complete the partnership process. To do this, highlight the car kit in Trusted Devices View, press **Menu** , and then select **Connect**.

- 8** (Optional) Enable advanced hands-free features by pressing the **multifunction** button (MFB) on the hands-free device.

You can tell that the connection is successful when you see a light-blue headset icon in the title bar of the Phone application. You can now use your Centro with the Bluetooth hands-free device.

### Using a Bluetooth hands-free device

After you create a partnership with your Bluetooth hands-free device and you turn it on within range (up to 30 feet), the Centro automatically routes all calls to the hands-free device instead of to the earpiece on your Centro. When a call comes in, your Centro rings and the hands-free device beeps. Even if you answer the call on your Centro, the call goes to the hands-free device. If you prefer to route calls to the earpiece on your Centro, you can change the settings on your Centro to do this; see [Customizing advanced settings for your hands-free device](#) for details.

**TIP** If you're using a Bluetooth hands-free device and you want to return to the earpiece or a wired headset during a call, select **Cancel Bluetooth** in Active Call View. To return the call to the hands-free device, open the **Options** menu and select **Connect Bluetooth**.

The features of your hands-free device vary by model. Check the documentation for your hands-free device for details about these features. Your Centro can support the following actions, provided that your hands-free device also supports them:



- Dial a call
- Answer an incoming call
- Hang up a call and answer a call-waiting call
- Place a call on hold and answer a call-waiting call
- Hang up a single call
- Transfer an outgoing call from the earpiece on your Centro to the hands-free device
- Ignore an incoming call

- Redial the last number you called from the hands-free device

**DID YOU KNOW?** If you have more than one Bluetooth hands-free device, the last one you connected to becomes the active device. To switch between devices, turn off the active device before you try to connect to the other device.

### Customizing advanced settings for your hands-free device

You can set whether your hands-free device automatically answers calls, provided the device supports this feature.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Hands-free**.
- 3 Do one of the following:

**To send all calls to your hands-free device:** Check the **Always route calls to handsfree** box. Select the **Auto answer** pick list and select whether you want your hands-free device to automatically answer incoming calls and how quickly it answers.

**To choose between the earpiece on your Centro and your hands-free device on a call-by-call basis:** Uncheck the **Always route calls to handsfree** box. When the phone rings, you can answer the call with your hands-free device by pressing the multifunction button on your hands-free device, or you can answer the call with the earpiece on your Centro by using the controls on your Centro (see [Receiving calls](#)).



- 4 Select **Done**.

## Customizing phone settings

**DID YOU KNOW?** You can download any compatible ringtone directly to your Centro (see [Downloading files from a web page](#)). You can also download ringtones to your computer and then email them to your Centro.

## Selecting ringtones

You can set various tones for various types of incoming calls.

- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Sound Preferences**.
- 4 Select the **Application** pick list and select **Ring Tones**.



- 5 Select the **Volume** pick list and select the volume level.
- 6 Select the **Vibrate** pick list and select when you want your Centro to vibrate for an incoming call.
- 7 (Optional) Uncheck the **Escalate ring tone volume** box if you do not want the

ring to play softly and then increase to full volume the longer it rings.

- 8 Select a ringtone from the pick list to identify each of the following:

**Known Caller:** An incoming call from someone in your Contacts or Favorites.



**Unknown Caller:** An incoming call from someone identified by caller ID who is not in your Contacts or Favorites. This includes callers who have blocked their caller ID.



- 9 Select **Done**.

**DID YOU KNOW?** You can assign a ringtone to a contact or to an entire category of contacts.

## Creating and managing ringtones

You can also record sounds and use them as ringtones.



- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Sound Preferences**.
- 4 Select **Manage**.

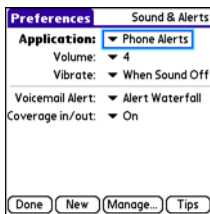
- 5 Do one of the following:
- To record a sound, select **New**.
  - To play a sound, select it with the **5-way** .
  - To delete a sound, highlight it and press **Backspace** .
  - To send a sound, highlight it and select **Send**.
- 6 Select **Done** twice.

**TIP** You can also create a new sound by selecting **New** in Sound & Alerts Preferences.

### Selecting Phone alert tones

You can set various tones for various types of alerts.

- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Sound Preferences**.
- 4 Select the **Application** pick list and select **Phone Alerts**.

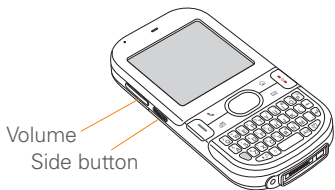


- 5 Select the **Volume** pick list and select the volume level.
- 6 Select the **Vibrate** pick list and select when you want your Centro to vibrate for a phone alert.
- 7 Select an alert tone from the pick list for each of the following:
  - Voicemail Alert:** Plays when you have new voicemail.
  - Coverage in/out:** Plays when you move into or out of a coverage area.
- 8 Select **Done**.

### Adjusting the call volume

While a call is in progress, press the Volume button on the side of your Centro to adjust the call volume.

- To increase the volume, press the upper half of the **Volume** button.
- To decrease the volume, press the lower half of the **Volume** button.





### Adjusting ringer volume

When a call is not in progress and music is not playing, press the **Volume** button on the side of your Centro to adjust the ringer volume, and then press the **Side** button to confirm your selection.

### Customizing the Main tab in the Phone application

Phone Display Options let you customize the appearance and entry mode of the Main tab in the Phone application.

- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Phone Display Options**.
- 4 Set any of the following options:
  - Wallpaper:** Sets the wallpaper that appears on the Main tab in the Phone application. To change the wallpaper, select the thumbnail image and then select an image to use as wallpaper.

**DID YOU KNOW?** You can also set the background for Agenda View in Calendar. See [Customizing display options for your calendar](#) for details.

**Fade:** Adjusts the intensity level of the wallpaper image.

**Typing...:** Sets whether typing in the Main tab in the Phone app displays the Dial Pad and enters numbers you want to dial, or whether it displays the Contacts tab and starts a contacts search.



**TIP** If you select the **Typing starts contacts search** option, you can still enter a phone number from the Main tab in the Phone app. If you start typing digit keys that can be a phone number, the device automatically switches to the Dial Pad and looks for the phone number.

**Show Calendar event:** Sets whether the current event from the Calendar application appears in the Main tab in the Phone app. When this option is enabled, you can then select this event to jump to the Calendar app.



**Default View:** Sets the tab that appears when you press **Phone** .



- 5 Select **OK**.

## Setting your dialing preferences

Dialing preferences let you assign a prefix to your phone numbers. For example, you can automatically dial a 1 before all 10-digit phone numbers. You can add a different prefix based on the length of the phone number.

- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Dial Preferences**.
- 4 Set any of the following options:

**Dialing from North America:** Formats phone numbers using North American conventions (XXX-XXX-XXXX).

**Always dial +1 in front of the area code:** Adds a +1 in front of 10-digit phone numbers. This option is available only when Dialing from North America is enabled.



**To 7 digit numbers:** Adds a prefix to 7-digit numbers. For example, enter your own area code to automatically add your area code when you dial local numbers.

**To (6), (5), (4), digit numbers:** Adds a prefix to numbers that are only six, five, or four numerals long. For example, if all the phone numbers in your office have the 408 area code and a 555 exchange, followed by a 4-digit extension, select **4** and enter the prefix 408555. To call a colleague, simply dial your colleague's 4-digit extension; your Centro automatically dials the rest and makes the call. You can also create contact entries with just the extension number and then dial the number from your Contacts list.

- 5 Select **OK**.

### Manually selecting the wireless network

When traveling outside the U.S., depending on SIM card setting, you may be able to search for other wireless network services in your current location.




- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 From the **Options** menu, select **Select Network**.
- 4 Select another network, if available.
- 5 Select **OK**.

### Using TTY

A TTY (also known as TDD or text telephone) is a telecommunications device that allows people who are deaf or hard of hearing, or who have speech or language disabilities, to communicate by telephone.

Your Centro is compatible with select TTY devices. You can connect a TTY/TDD machine to your Centro through the headset jack, but you cannot use your headset jack with a headset while this mode is enabled. Please check with the manufacturer of your TTY device for connectivity information and to ensure that the TTY device supports digital wireless transmission.

To use TTY, you may need to make additional arrangements with AT&T. Please contact the AT&T customer service department for more information.

- 1 Press **Phone** .
- 2 Select the **Dial Pad**  tab.
- 3 Enter **#\*889** (TTY).
- 4 Press **Send** .

- 5 When a message appears indicating that TTY is enabled, select **OK**. To disable TTY, repeat these steps.

**TIP** A red **T** appears at the top of the Phone screen to indicate that TTY is enabled.

## What are all those icons?

You can monitor the status of several items using icons in the title bar in the Phone application:



### AT&T

Your phone is on and you are in an AT&T coverage area. If you are outside a coverage area, “No Service” appears instead. When you turn off your phone, Phone Off appears.



Call forwarding is active.



Your phone is on. The bars display the signal strength. The stronger the signal, the more bars that appear. If you are outside a coverage area, no bars appear.



Your phone is on and a GPRS or EDGE network is within range, but you are not actively transmitting data. You can still make and receive calls.




Your phone is on and a GPRS or EDGE data connection is active. You may not be able to receive calls when you are actively transmitting data. If you make a call, the data transmission is automatically interrupted, and you must manually resume the data connection when you end the call.



You have new voicemail messages. You can select this icon to retrieve your messages.



You have a new alert, such as a Calendar alarm or a new text message. To view the alert, press and hold **Center**  or select the icon. See [Viewing and using the alerts](#).



The Bluetooth wireless technology icon appears in gray when this feature is off, in blue when this feature is on, and in reverse blue when your Centro is communicating with another Bluetooth device.



This icon replaces the Bluetooth icon when your Centro is connected to a Bluetooth hands-free device. This icon appears in dark blue when a call is in progress and in light blue when a call is *not* in progress.



This icon replaces the Bluetooth icon when your Centro is connected to your computer using a dial-up networking (DUN) connection. See [Connecting your computer to the Internet through your Centro™](#).



Your battery is partially drained. When the battery drains to 20% of its capacity, the icon changes from blue to red. At 10% of its capacity, you begin to receive warning messages, and at 5% of its capacity, the Centro beeps (if the Ringer switch is set to Sound On) and the icon changes from red to clear.



Your battery is being charged. The lightning bolt turns from red to green when the battery is fully charged and your Centro remains connected to the charger.



Your battery is fully charged and your Centro is not connected to the charger.




You have new text or multimedia messages. The number next to the icon indicates the number of unread messages in your Inbox. You can select this icon to retrieve your messages.




You have new email messages. The number next to the icon indicates the number of unread messages in your Inbox. If you set up multiple email accounts on your Centro, this number reflects only the account that you most recently accessed. You can select this icon to retrieve your messages.



You are available for Push to Talk calls. Your Ringer switch is set to Sound On  and you automatically hear PTT calls.



Your Ringer switch is set to Sound Off . When a PTT call comes in, you get an alert. You can choose whether to answer or ignore the PTT call.



You can make PTT calls, but you cannot receive them.



You cannot make or receive PTT calls.



You have a pending PTT invitation and have not yet responded.

**KEY TERM GPRS** (General Packet Radio Service) A mobile connectivity technology that provides persistent data connections. (Additional charges may apply.)

**KEY TERM EDGE** (Enhanced Data rate for GSM Evolution) An enhanced version of GPRS that delivers data speeds that are up to three times faster than standard GPRS connections. (Additional charges may apply.)

**DID YOU KNOW?** You can tap the **Bluetooth** icon to quickly turn Bluetooth wireless features on and off.

**TIP** To display the remaining battery power, tap the **battery** icon at the top of the screen.



# Your email and other messages

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You already know how efficient email and messaging are for staying in touch. Now your Palm® Centro™ smart device brings you a new level of convenience: email on the go. Enjoy the ease and speed of communicating with friends, family, and colleagues anywhere you can access the AT&T data network. You can send and receive attachments as well. And keep the Messaging app in mind for when you need to send a short text message to a mobile phone number—especially handy when you're in a meeting that's running late.

## Benefits

- Access email on the go
- Send and receive photos, sound files, Word and Excel files, and more
- Save messages from your computer to view at a convenient time

## In this chapter

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Which email application should I use? . . . . .	89
The VersaMail® application . . . . .	92
Xpress Mail . . . . .	108
Messaging . . . . .	112
Instant Messaging . . . . .	122



## Which email application should I use?



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Your Centro includes two email applications: the VersaMail® application (called Email in Applications view) and the Xpress Mail application. You can access both personal and work email from Xpress Mail. You can also access web-based email, like Yahoo! Mail or Hotmail, from the web browser on your Centro.

**NOTE** You must activate data services on your AT&T account before you can use email on your Centro.

**KEY TERM Email provider** The service you use to send and receive email. Your email provider's name appears between the @ symbol and the dot in your email address. Gmail, for example, is an email provider; so are AOL and Earthlink.

**KEY TERM Email application** It's not an email provider, but an application on your Centro, that gives you a way to view and manage email. An email application just transfers messages from an account that you have already set up with a provider.

If you want to...	Then choose this app...	
	 Email	 XpressMail
Access an email account that's set up on your Mac computer	X	
Check fee-based Internet mail, such as Yahoo! Mail Plus	X	X
Access email from an existing account without extra software or account sign-up	X	X
Access Contacts on your device to address email messages	X	X
Use the AT&T Xpress Mail website to check email from multiple email addresses, from any computer connected to the Internet		X
Access email from up to three email accounts	X	X
Access email from up to eight email accounts	X	
Work with email messages when you're not connected to the Internet (for example, when you're on a plane)	X	X
Access your corporate directory to address email messages	X	X
Sync your email and organizer info with your company's Exchange server	X	X

If you want to...	Then choose this app...	
	 Email	 XpressMail
Push your email and organizer information from your company's Exchange server using Microsoft Exchange ActiveSync	X	
Sync your email with your company's Domino server	X	X
Use the Advanced Encryption Standard (AES) while sending and receiving email		X
Use Secure Sockets Layer (SSL) while sending and receiving messages	X	X

## The VersaMail<sup>®</sup> application

Before you can use VersaMail, you need to enter your email account settings. If you have multiple email accounts, you must enter settings for each email account.

After you enter your email account settings, see the *User Guide for the VersaMail Application* on the Getting Started CD for info on sending and receiving messages and customizing your VersaMail settings.

### How do I get started?

- 1 If either of the following is true, read the *User Guide for the VersaMail Application* on the Getting Started CD:
  - You used the VersaMail application on your previous Palm OS<sup>®</sup> device, and you want to transfer those settings to your Centro.
  - You plan to use VersaMail to access an email account on a Microsoft Exchange ActiveSync server, a Lotus



Notes server, or a Microsoft MAPI server.

- 2 If your email provider is listed in the following table, skip to [Setting up VersaMail to work with common providers.](#)


Adelphia	Gmail
Airmail.net	HughesNet
AOL	Juno
Apple.Mac	Mail.com
AT&T (mMode & Worldnet)	Mediacom
Bell South	NetZero
	Qwest (select areas)
Cablevision	RCN
Charter	SBC (select areas)
Comcast	Speakeasy
CompuServe	Sprint
Concentric	USA.net
Covad	Verizon DSL
Cox (East,Central, & West)	Yahoo!

- 3 If your email provider's name is not listed, you need to obtain the following info from your system administrator or ISP, and then skip to [Setting up VersaMail to work with other providers](#):
- Mail protocol: POP, IMAP, or Outlook Mail (EAS)
  - Incoming and outgoing mail server names, such as mail.myisp.com
  - Incoming and outgoing mail server port numbers, such as 110 (incoming POP), 143 (incoming IMAP), or 25 (outgoing POP or IMAP)
  - (If necessary) Security settings: APOP, ESMTP, SSL

### Setting up VersaMail to work with common providers

- 1 Press **Applications**  and select **Email** .
- 2 If this is the first time you are setting up VersaMail, you are asked if you want to continue with account setup after you open the application. Select **Continue** and go to step 6.



- 3 Press **Menu** .
- 4 Select **Accounts**, and then select **Account Setup**.
- 5 Select **New**.
- 6 Enter the email address for your email account. Your email address includes your username, which usually appears before the @ symbol in your email address.





- In the **Password** field, enter your email account password.
- If the VersaMail application can obtain your email account settings based on your username and password, the Next button changes to Done. Select **Done**.

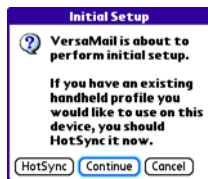
**NOTE** If the Next button does not change to Done, you need to follow the next procedure, [Setting up VersaMail to work with other providers](#).

**TIP** To enter settings for another email account, open the **Accounts** menu and select **Account Setup**.

### Setting up VersaMail to work with other providers

- Press **Applications**  and select **Email** .
- If this is the first time you are setting up VersaMail, you are asked if you want to continue with account setup after you open the application. Select **Continue** and go to step 5.

**IMPORTANT** Do not select HotSync on this screen. Doing so may prevent the VersaMail application from working correctly.



- Press **Menu** .
- Select **Accounts**, and then select **Account Setup**.



- Select **New**.

- 6 Enter the email address for your email account. Your email address includes your username, which usually appears before the @ symbol in your email address.



- 7 In the **Password** field, enter your email account password.
- 8 Select **Next**.
- 9 Select the **Mail Type** pick list, and then select **POP**, **IMAP**, or **Outlook Mail (EAS)** (based on the info you received from your system administrator or ISP).



- 10 Enter the username you use to access your email.

**TIP** Your username can be either the part of your email address appearing before the @ symbol or your entire email address. Check with your email provider if you are not sure what username to enter.

- 11 Enter the names of your incoming and outgoing mail servers.



**DID YOU KNOW?** Your incoming mail server is also called your POP, IMAP, or Outlook Mail (EAS) server; your outgoing mail server is also called your SMTP server.

**12** Do one of the following:

**Finish setup:** Select **Done** to finish the setup and go to the Inbox of the account you set up, where you can begin getting and sending email.

**Test settings (POP and EAS accounts only):** Select **Test Settings** to test settings for this account.

**Set additional mail options:** If your system administrator or ISP provided port numbers or security settings, select **Advanced**, and then enter those settings.

**TIP** You can also select **Advanced** to set more options for incoming and outgoing messages.

**13** Select **Done**.

**DID YOU KNOW?** Advanced settings include the Reset Advanced Settings button. You can select this button to reset your advanced settings to their initial state. This is useful when you want to restore your initial settings but you can't remember what they were.

## Creating and sending messages

- 1 From the Inbox, select **New**.
- 2 Begin entering one of the following for the addressee:
  - Email address
  - First name
  - Last name

**TIP** If you enter address info that matches one or more of your contacts, VersaMail displays the matching contacts. To accept a suggestion, select the correct contact. To send to a different address, keep entering the email address or name.



### 3 Enter the subject and message text.

**TIP** To move between fields, press **Up** or **Down** on the 5-way.

### 4 Select one of the following:

**Send:** Connects and sends all messages immediately. If the message cannot be sent for any reason, the message is stored in your Outbox.

**Outbox:** Puts the message in the Outbox to send later.

**Drafts:** Saves the message so you can continue working on it at another time.




**DID YOU KNOW?** VersaMail makes up to five attempts to send a message; if it is still not successful, an alert message appears and you must try to manually send the message again.

### Adding attachments to your messages

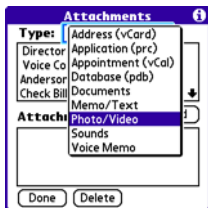
You can attach several types of files to your email messages.

**TIP** To remove an attachment, select the file in the **Attachments** box, and then select **Delete**.

### Attaching photos and videos

- 1 Create the message to which you want to attach the photo or video.
- 2 On the New Message screen, select the **red paper clip**  icon in the upper-right corner.


- From the **Type** pick list, select **Photo/Video**.



- On the Select Media screen, select the **Album** pick list to go to the album containing the photo or video you want, and then check the box to the left of the photo or video.
- Select **Done**.

**TIP** To attach more than one file to a message, repeat steps 3 and 4.

### Attaching ringtones


- Create the message to which you want to attach the ringtone.
- On the New Message screen, select the **red paper clip**  icon in the upper-right corner.

- From the **Type** pick list, select **Sounds**.


**TIP** Ringtones that are copy-protected appear in the Sounds application with a lock icon. You can use these ringtones on your phone, but you cannot send them as attachments.

- Select the ringtone you want, and then select **Insert**.
- Select **Done**.

### Attaching Word, Excel, PowerPoint, and PDF files

- Create the message to which you want to attach the file.
- On the New Message screen, select the **red paper clip**  icon in the upper-right corner.
- From the **Type** pick list, select **Documents**.
- Select the file you want on the Documents screen.
- Select **Done**.

## Attaching other types of files


- 1 Create the message to which you want to attach the item.
- 2 On the New Message screen, select the **red paper clip**  icon in the upper-right corner.
- 3 From the **Type** pick list, select the type of file to attach—for example, **Address**, **Appointment**, or **Memo/Text**.
- 4 Select the item you want from the list in the **Type** box.
- 5 Select **Done**.

## Receiving and viewing messages

- 1 From any mailbox, select **Get** or **Get & Send**.
- 2 From the Inbox, select the message you want to view.

**TIP** A circular arrow in the lower-right corner of the Inbox revolves to indicate background activity, such as downloading messages.



- 3 If a large incoming message is truncated, select **More** .

**TIP** When viewing a message, tap the **scroll arrows** at the top of the screen to view the previous or next message.

- 4 Select **Done**.

## Replying to or forwarding messages


When you respond to messages, you can select whether to include the original text (see [Customizing your email settings](#)).

**DID YOU KNOW?** The VersaMail application sends all messages as plain text only, with all HTML tags stripped, even if you are forwarding or replying to a message that was originally received as HTML.

- 1 From the Inbox or another folder, open the message you want to respond to.
- 2 In Message View, select **Reply**. Select whether to reply to just the sender or to reply to both the sender and all addressees on the message.
- 3 Enter your reply.
- 4 Select **Send**.

## Viewing attachments

There are a number of attachment types you can open with the built-in software on your Centro (for example, Microsoft Word, Excel, PowerPoint, and PDF files; ringtones; and photos).


- 1 From any folder, open the message with the attachment you want to view. Messages with downloaded attachments appear with a **paper clip**  icon to the left of the message icon.

**TIP** If an attachment is not downloaded because it is larger than your maximum message size, the paper clip icon does not appear, and the attachment is not displayed at the bottom of the message screen. Select **More** to download and display any attachments. However, if the attachment is larger than the limit set by IT or by the email provider, the attachment is not downloaded.

- 2 Select the attachment name at the bottom of the message screen to view it in the default viewer on your Centro.





**TIP** You can also select the folder icon to the left of the attachment name to open a menu of tasks you can do with the attachment, including View, Install, or Unzip, depending on the attachment file type; Save to card to save the attachment to an expansion card; or select **Viewer** to select the application you want to use to view the attachment.

- 3 When you finish with the attachment, select **Done** to return to the Attachments dialog box.

**NOTE** If there is no Done button, press **Applications**  and select **Email** to return to the account's Inbox.

### Managing your messages

The status icons that appear near the messages in your Inbox indicate the following:

-  The message is unread when the subject appears in bold.
-  The message includes an attachment.
-  The message includes a meeting invitation.
-  This message has high priority.


You can rearrange the message list to make it easier to find and view messages.

- In the Inbox, select **Sort**, and then select one of the following: **By Subject**, **By Sender**, **By Size**, or **By Date**.

- To quickly switch between folders in list view, select the **folder** pick list at the top of the screen and select the desired folder.

### Deleting selected messages from the Inbox


When you delete a message from the Inbox, it moves to the Trash folder.

- 1 Select the bullet next to the icon of each message that you want to delete. To select adjacent messages, drag the stylus so that it touches the bullet to the left of each message. Lift the stylus and drag again to select more adjacent messages.
- 2 Press **Menu** .
- 3 Select **Delete** on the **Message** menu.
- 4 If a confirmation dialog box appears, select **OK** to confirm the deletion.

**TIP** To delete a single message, select the **envelope** icon next to the message, and then select **Delete** from the list.

## Deleting messages by date


You can quickly delete a group of messages by selecting a range of dates.

- 1 Press **Menu** .
- 2 Select **Delete Old** on the **Message** menu.
- 3 Select the folder and a date range for the messages you want to delete.
- 4 Select **OK**.
- 5 If a confirmation dialog box appears, select **OK** to confirm the deletion.

**TIP** To empty (or purge) the Trash folder, open the **Message** menu and select **Empty Trash**.

## Switching accounts

If you create more than one email account in VersaMail, you need to switch from account to account to get, send, and otherwise manage the messages in each account.

- 1 Press **Menu** .
- 2 Select **Accounts**, and then select an account.

**DID YOU KNOW?** If you assigned VersaMail to a quick button, you can press that button repeatedly to switch between your email accounts.

## Customizing your email settings


You can customize the VersaMail settings for each individual email account on your Centro. The preferences you set apply only to the email account you are currently viewing. If you have multiple accounts, configure each account separately.

You can set up a schedule to automatically retrieve email messages; set preferences for how and when messages are retrieved; add a signature to an outgoing message; and more. For complete information on all the email settings you can customize, see the *User Guide for the VersaMail Application* on the Getting Started CD.

## Scheduling Auto Sync

You can set up VersaMail to automatically download new email messages to your Centro with the Auto Sync feature.

**TIP** You need to set up a separate Auto Sync schedule for each email account. This feature may not work with email accounts that require VPN connection.

- 1 Press **Menu** .
- 2 Select **Options**, and then select **Preferences**.
- 3 Select **Auto Sync**.



- 4 Check the **Auto-sync** box.
- 5 Select the **Every** pick list and select the time interval, from **5 minutes** to **12 hours**.


**NOTE** If you set a more frequent interval, you may need to recharge your Centro battery more often.

- 6 Select the **Start Time** and **End Time** boxes, and then select the hour, the minute, and AM or PM to enter the time for the first and last Auto Sync to take place. Select **OK**.
- 7 Select the days you want the schedule to be active. You can choose any number of days, but you can set up only one schedule for each email account.
- 8 Select **OK**, and then select **Get Mail**.

**TIP** After you set up a scheduled Auto Sync and select Get Mail, only new messages are retrieved during Auto Sync.

## Viewing the Activity Log


The Activity Log lists ongoing and completed background transactions, such as downloading email, between the server and your email account.

- 1 From the Inbox, press **Menu** .
- 2 Select **Options**, and then select **View Activity Log**.
- 3 Select a listed action.


- 4 Do either of the following:
  - To cancel an ongoing action, select **Stop**. If the action has already been completed, **Stop** does not appear.
  - To view the details of a completed action, select **Details**.
- 5 Select **Done**.

### Selecting alert tones

When you schedule Auto Sync for a given account, you can choose a sound—such as a bird, a phone, or an alarm—to let you know when new email arrives.

- 1 From any mailbox screen, press **Menu** .
- 2 Select **Options**, and then select **Preferences**.
- 3 Select **Alerts**.
- 4 Check the **Alert me of new mail** box.
- 5 Select the **Alert Sound** pick list, and then select a sound. Your Centro plays a brief demo of the sound.
- 6 Select **OK**.

### Setting preferences for getting messages

- 1 From any mailbox screen, press **Menu** .
- 2 Select **Options**, and then select **Preferences**.
- 3 Select **Incoming**.



- 4 Set any of the following preferences, and then select **OK**.

**Get:** Indicates whether to get message subjects only or entire messages.

**Ask Every Time:** Indicates if you want to see a dialog box for selecting subjects only or entire messages each time you retrieve email. If the box is unchecked, messages are retrieved according to the option you select in the Get pick list.



**Unread messages (IMAP accounts only):** Downloads only unread mail to your Centro. If you don't check this box and you select Get & Send, all the messages on your mail server are downloaded to your Inbox, including messages you've read.

**TIP** The POP protocol does not support retrieval of unread mail only from the server. If you have a POP email account, VersaMail downloads all messages regardless of whether you have read them, and regardless of whether the Unread messages box is checked.

**Mail from last:** Gets messages sent within the number of days you specify.

**Download attachments:** Automatically downloads files attached to email, except for attachments that exceed the maximum message size.

**Maximum message size:** Sets the maximum size of an incoming email message. Enter the size in kilobytes (KB). The default is 5KB, but you can enter any size up to 2,048KB (approximately 2 megabytes [MB]),


including attachments. The maximum message size that you can retrieve is 60KB for the body text and approximately 5MB of total data for any attachments.

**Message Format:** Sets the format for messages you retrieve.

- **HTML:** Displays messages sent in HTML format with basic formatting intact and displays other messages as plain text.
- **Text:** Displays all messages as plain text, regardless of the format in which they were sent.

### Attaching a signature to a message

You can attach a personal signature, with info such as your company's address and phone numbers, to the bottom of all messages you send.

- 1 From any mailbox screen, press **Menu** .
- 2 Select **Options**, and then select **Preferences**.

- 3 Select **Signature**.
- 4 Check the **Attach Signature** box.
- 5 Enter your signature information, and then select **OK**.

### Working with Microsoft Exchange ActiveSync®

Microsoft Exchange ActiveSync® works with the VersaMail, Calendar, and Contacts apps on your Centro to directly access corporate groupware information on a Microsoft Exchange Server 2007 or Exchange Server 2003. You can synchronize business email, calendar, and contact info with the Exchange 2003 server from your Centro without using a desktop computer.

When you create a Microsoft Exchange ActiveSync account in the VersaMail application, your email, calendar, and contact info sync directly with the Exchange server; information does not sync with the desktop software application on your computer, such as Microsoft Outlook or Palm Desktop software. Other information that is stored on your computer, such as tasks and memos,

continues to synchronize with your desktop software.

The Exchange server pushes email messages, Calendar events, meeting invitations, and updated contact information it receives onto your Centro. Likewise, when you create an email message or event or you update a contact on your Centro, it can be pushed to the server.

**DID YOU KNOW?** Your Centro turns on and an alert appears whenever you receive a new message. To save battery life, you can turn alerts off for your Exchange ActiveSync account. Go to the account, press **Menu**, select **Options**, and then select **Preferences**. Select **Alerts**, and then uncheck the alert box.

### Pushing email, events, and contacts

The Exchange server pushes email messages, Calendar events, meeting invitations, and updated contact information it receives onto your Centro.

**NOTE** Find out from your system administrator if your Exchange server supports push and has push turned on.

Likewise, when you create an email message or event or you update a contact on your Centro, it can be pushed to the server.

**KEY TERM Push** Technology in which a server automatically delivers new information (such as new email messages) to a device. The user does not need to do anything.


Push from server to Centro happens automatically as new or changed items arrive on the server. When you create a new message, appointment, or contact on your Centro, the new item is pushed from your Centro to the server at the following times:

- When a server-to-Centro push takes place
- When you select Sync in your Exchange ActiveSync account to manually retrieve information
- At a preset time interval, if neither of the preceding two events takes place during that interval—for example, if neither a server push nor a manual sync takes place for ten minutes

**TIP** When push is enabled, certain preferences change for your Microsoft Exchange ActiveSync account only. A new Auto Sync preference is created, including Auto Sync and Alerts options. The Advanced preferences, including Connection and Server options, are removed.

### Turning off push

When push is enabled, you can turn it off—for example, to save battery life.


- 1 Open VersaMail and go to your Exchange ActiveSync account (this is typically your corporate email account).
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Preferences**.
- 4 Select **Auto Sync**, and then do one of the following:
  - To switch from push to an Auto Sync schedule for email, calendar, or contacts, select the **When** pick list and then select any schedule option except As Items Arrive.
  - To turn off push and manually retrieve information, uncheck the box next to the type of information you want to

get manually (Mail, Calendar, or Contacts).

### Using Remote Address Lookup

Remote Address Lookup enables you to retrieve email addresses on your corporate Exchange server.

**BEFORE YOU BEGIN** Be sure your phone is on and you are within a coverage area.

- 1 Open VersaMail and go to your Exchange ActiveSync account.
- 2 Select **New**.
- 3 On the new message screen, begin addressing the message. If the name you want does not appear on the Smart Addressing list, press **Menu** , select **Options**, and then select **Remote Lookup**.
- 4 Enter text that you want to find on the server. For example, type “Ste” to search for a person named Steve.
- 5 Select **Search**. Any names or addresses on the server that match the characters you entered are displayed.
- 6 When the name you want appears, select it, and then select **Add**.



For complete info on using a Microsoft Exchange ActiveSync account, see the *User Guide for the VersaMail Application* on the Getting Started CD.





## Xpress Mail

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Xpress Mail works with your existing corporate and personal email accounts to transfer messages to your Centro. You can add up to three different email accounts in Xpress Mail to access on your Centro.

### Setting up Xpress Mail to work with a personal email account

**BEFORE YOU BEGIN** Make sure your phone is on and that you are in an area where a data connection is available. You can tell a data connection is available when either a black triangle  or green arrows  appear in the signal-strength icon in the title bar of the Main tab of the Phone application.

- 1 Press Applications , and then select **XpressMail** .
- 2 Select **Install Now**. If prompted, select **Yes** to connect to the Internet.
- 3 Select **Download Now**, and then select **Yes** to begin downloading.
- 4 Select **Save**, and then select **Yes** to accept the application.
- 5 Select **Reset**.
- 6 Press **Applications** , and then select **XpressMail** .
- 7 Select **OK** to accept the license agreement.
- 8 Confirm your ten-digit mobile phone number and press **Next**.
- 9 Select **your email provider name**, and then press **Next**. If your email provider is not listed, select **More** to view additional provider names.

**NOTE** If you select More and your email provider still does not appear on the list, go to [att.com/wirelessxpressmail](http://att.com/wirelessxpressmail).

- 10 Enter the username and password you use to access your email account, and then press **Next**.

- 11 To begin service with your provider, select **Register**.

- 12 When the AT&T Xpress Mail home screen appears, select your email account to go to its Inbox.

### Setting up Xpress Mail to work with a corporate email account

Xpress Mail is a self-service option for accessing your corporate email from your Centro without support from IT. Using Xpress Mail with a corporate account also enables wireless synchronization of calendar appointments and contacts, as well as wireless corporate directory lookup.

**DID YOU KNOW?** The Xpress Mail software you use to access your corporate email is called the Professional Edition.

To use Xpress Mail with your corporate email account, you must install Xpress Mail both on your computer and on your Centro.

## Setting up Xpress Mail on your computer

**BEFORE YOU BEGIN** You need the following:





- Your work email address
  - The type of mail server your company uses: Microsoft Exchange, Lotus Notes, or IMAP
  - The computer you use to access your corporate email (Internet connection required)
- 1 On your computer, open your web browser.
  - 2 Go to [xpressmailpe.wireless.att.com](http://xpressmailpe.wireless.att.com) and click **Register Now**.
  - 3 Enter all the required info, keeping the following in mind:
    - In the Email Address field, enter the work email address you want to use with Xpress Mail.
    - Your Xpress Mail username and password can be anything you want; they don't need to match your email username and password.
  - 4 Click **Next**.
  - 5 Click **Download** to copy Xpress Mail desktop software to your computer.
  - 6 When the **File Download** dialog box appears, click **Open**.
  - 7 Click **Yes** to install Xpress Mail Professional Edition.
  - 8 Follow the onscreen instructions to finish the installation. On the Completing the Xpress Mail Professional Edition Setup Wizard screen, uncheck **Show Readme**, and make sure **Run Xpress Mail Professional Edition** is checked. Click **Finish**.
  - 9 Enter the Xpress Mail username and password you made up in step 3, and then click **Next**.
  - 10 Select your company's mail server from the list, and then click **Next**.
  - 11 If you want to access files on your computer from your Centro, check the

**Enable access to documents** box, and then click **Finish**.

Xpress Mail is now installed on your computer. To access corporate mail on your Centro using your Xpress Mail account, you now need to install Xpress Mail on your Centro.


### Setting up Xpress Mail on your Centro

**BEFORE YOU BEGIN** Make sure your phone is on and that you are in an area where a data connection is available.

- 1 Press Applications , and then select Xpress Mail .
- 2 Select **Install Now**. If prompted, select **Yes** to connect to the Internet.
- 3 Select **Download Now**, and then select **Yes** to begin downloading.
- 4 Select **Save**, and then select **Yes** to accept the application.
- 5 Select **Reset**.
- 6 Press **Applications** , and then select **Xpress Mail** .
- 7 Select **OK** to accept the license agreement.
- 8 Confirm your ten-digit mobile phone number and press **Next**.
- 9 If prompted, select **Yes** to connect to the Internet.
- 10 Select **Work**, and then press **Next**.
- 11 Select **Professional Edition**, and then press **Next**.
- 12 Select **Register Device**, and then press **Next**.
- 13 Enter the username and password you selected when you created your Xpress Mail account on your computer, and then press **Next**.
- 14 Press **Register**.
- 15 When the registration process has finished, press **OK**.
- 16 When the Account Information screen appears, press **Xpress Mail** to go to the Inbox of your account.

### Creating and sending email in Xpress Mail

**NOTE** Before you can access your corporate email, the Xpress Mail desktop must be installed and running and your computer must be connected to your mail server.



- 1 From the Inbox, select **New** .
- 2 Enter the addressee's email address, a subject, and your message. Separate recipients' names with commas (for example, janesmith4028@example1.com, joesmith9056@example2.com).
- 3 Select **Send Now** to send the email right away. Select **Send** to send it later. (Send is useful if you're not currently connected to the Internet.)

**TIP** If you have trouble sending messages, you need to enter AT&T's outgoing mail server name. Open the **Messaging** tab in the Xpress Mail desktop and click **Server Setting**. In the **Outgoing mail SMTP server** field, enter **cwmx.com**, and then click **OK**.

For additional detailed instructions on setting up and using Xpress Mail, visit [att.com/wirelessxpressmail](http://att.com/wirelessxpressmail).

## Messaging

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When your phone is on, icons appear in the title bar in the Main tab in the Phone application to indicate whether data services are available and whether a data connection is active. Make sure that either of the following icons appears in the title bar of the Main tab:   If you do not see either of these icons, data services are not available in your current location and you cannot exchange multimedia messages.

You can use the Messaging application to exchange brief text messages (SMS) and multimedia messages (MMS) with other devices and email addresses that support these forms of messaging. Before you use your Centro to send or receive messages, refer to your service plan for pricing and availability of messaging services.




**DID YOU KNOW?** You can address messages to multiple recipients by separating the addresses with a comma. If you address a single message to three people, you will be billed for three messages.



## Creating and sending a text message

Each text message can have up to 160 characters. Messages with more than 160 characters are automatically split into several messages. (If you send a text message to an email address, the email address is deducted from the 160-character count.)

**DID YOU KNOW?** You can page someone to call you by sending them a blank text message.



- 1 Press **Applications**  and select **Messaging** .
- 2 Select **New**.
- 3 Select the **To** field to address the message:
  - Press **Center** . If the recipient's name appears in the list of recent addresses, select it from the list.
  - If the recipient is in your Contacts list, enter the first initial and last name (no spaces), and then select the recipient's phone number or email address, depending on where you want to send the message.

- If the recipient's name isn't in the list of recent addresses or your Contacts list, enter the phone number or email address.

**TIP** If you see numbers when you expect to see letters (or the other way around), you need to turn Option Lock on by pressing **Option** twice or turn it off by pressing **Option** once.

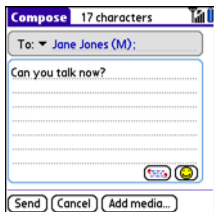
**TIP** Do you need to enter a short code that contains letters? Use the keyboard to enter it; just press the letter keys. For example, if the code is "win01," press W to enter w, I to enter i, and so on. No need to figure out the numbers that correspond to the letters

**NOTE** Sending text messages to land-line phones may not be supported.

- 4 Enter your message or select **QuickText**  to insert predefined phrases. To insert emoticons, select .

**TIP** To add a new QuickText phrase, select **Edit QuickText** from the list.

**NOTE** Some symbols can't be used in text messages. The Messaging application automatically replaces invalid characters.



## 5 Select **Send**.



**TIP** Select **Save as Draft** to save a draft of the message without sending it. To access the draft, select the **category** pick list at the top of the screen and select **Drafts**.


## Creating and sending a multimedia message

**KEY TERM Slide** A collection of text, pictures, videos, and sounds that are grouped together within a multimedia message. During playback, all the items within a particular slide appear on the same screen. If a multimedia message contains multiple slides, each slide can be viewed separately during playback.

Multimedia messages consist of text, photos, videos, and sounds presented as one or more slides. You can include any of the following items:

Item	Supported File Types
Pictures	JPG, GIF, WBMP
Videos	MPEG4, 3GPP, 3GPP2
Ringtones	MIDI, AAC, AAC+, MP3
Sound clips	AMR, QCELP, MP3

- 1 Press **Applications**  and select **Messaging** .
- 2 Select **New**.
- 3 Select **Add Media**.

- 4 Select the **To** field to address the message with up to 25 addresses:
  - Press **Center** . If the recipient's name appears in the list of recent addresses, select it from the list.
  - If the recipient is in your Contacts list, enter the first initial and last name (no spaces), and then select the recipient's phone number or email address.
  - If the recipient's name is not in the list of recent addresses or your Contacts list, enter the phone number or email address.
- 5 Enter a subject.
- 6 Select the image placeholder, and then select one of the following:
 


**Attach picture/video:** Insert one photo or video from your Centro or an expansion card.

**Take new picture:** Take a picture with the built-in camera and add it to the message.

**Take new video:** Capture a short video with the built-in camcorder and add it to the message.



**TIP** When creating a message, you can preview or delete an item. Highlight the item, press **Center** on the 5-way, and then select **Remove**, **View**, or **Play**.

- 7 (Optional) Select **Sound** , and then select one of the following:
 

**Record new:** Record a sound clip of up to 1 minute.

**Attach voice memo:** Select a memo you recorded in the Voice Memo application.

**Attach ringtone:** Select a ringtone.
- 8 Enter a text message or caption.
- 9 Select **Add slide** to insert additional slides.

- 10** (Optional) Select **Preview** to view the message as the recipient will see it.
- 11** (Optional) Press **Menu** (☰), and then select **High Priority** from the **Compose** menu to mark the message as urgent.
- 12** Select **Send**.

**DID YOU KNOW?** You can send a contact or calendar entry. Select the entry, open the **Record** menu, select **Send**, and then select **Messaging**.

### Receiving messages

When your phone is turned on and is in an area of wireless coverage, you automatically receive new text messages. For multimedia messages, you can set your Centro to automatically download new messages or to notify you that a message is ready to be downloaded (see [Customizing your Messaging settings](#)). You can also configure how your Centro notifies you when a new message arrives (see [Selecting Messaging alert tones](#)).

The new message alert may include any of the following buttons:

- OK:** Dismisses the alert and places the message in your Inbox.
- Reply:** Opens Chat View, where you can reply with a text message. To send an MMS reply, select **Add** from Chat View.
- Call Back:** Dials the sender's phone number.
- Go To Msg:** Opens the message so you can view its full contents.

**Delete:** Moves the message from your Inbox to the Deleted folder.





**TIP** When you receive a message, you can also press **Send** to call the sender.

**TIP** If you have multiple alerts, the Alert dialog box displays all your pending alerts. Select an item's description to jump to that item, or check the box to clear that item. To view all your pending alerts from any screen on your Centro, press and hold **Center** on the 5-way.



### Using links in messages

When you receive a text message that contains a telephone number, email address, or URL, you can dial the number, send an email message, or go to the web page immediately.





- 1 Press **Applications**  and select **Messaging** .
- 2 Select the message that contains the link you want to use.
- 3 Select the phone number, email address, or URL (appears as underlined blue text).









Your Centro automatically launches the appropriate application from the link.

### Viewing/playing a multimedia message

- 1 Press **Applications**  and select **Messaging** .
- 2 Select the message you want to view.
- 3 If there are sounds or multiple slides, playback begins immediately.
- 4 Do any of the following:
  - Use the onscreen controls to scroll to other slides and messages.






- To save a sound, press **Menu** , and select **Save Sound** from the **Message** menu. You can access saved sounds later by pressing **Applications**  and selecting **Sounds**  or **Voice Memo** .

- To save a picture, press **Menu** , and select **Save Picture** from the **Message** menu. You can access saved pictures later by pressing **Applications**  and selecting **Pics&Videos** .
  - To copy the text, use the stylus to highlight the text, press **Menu** , select **Edit**, and then select **Copy**.
  - To stop playback of a message, select **Play/Stop**.
  - To view message details, press **Menu**  and select **Message Details** from the **Message** menu.
  - To save a calendar or contact entry, open the message details. You can access saved entries later by pressing **Applications**  and selecting **Calendar**  or **Contacts**  (depending on the type of entry you saved).
- 5 Select **OK**.

### Arranging your messages

You can rearrange the messages in any folder by using the Sort command.




- 1 Press **Applications**  and select **Messaging** .
- 2 Select the folder list in the title bar and select the folder you want to sort.
- 3 Press **Menu** .
- 4 Select **View**, and then select **Sort by Name** or **Sort by Date**.



### Deleting messages

You can delete several messages at once from any folder by using the Purge command.

**TIP** To delete an individual message, highlight it in the message list, and then select **Delete**.

- 1 Press **Applications**  and select **Messaging** .
- 2 Select the folder list in the title bar and select the folder that contains the messages you want to delete.
- 3 Press **Menu** .
- 4 Select **Purge** from the **Message** menu.
- 5 Select the **Purge** pick list, and then select an option.
- 6 Select **OK**.



### Chatting with Messaging

**DID YOU KNOW?** You can send and receive text messages even while you are on a phone call. This is easiest when using a hands-free device or the speakerphone.


When you exchange more than one message with a single contact, the messages you exchange with that person are grouped into a chat session. When you select a chat session from your message list, the upper part of Chat View displays all messages you've exchanged with this contact, and the lower part provides an entry area.

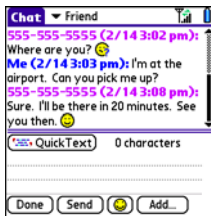
You can carry on multiple chats at the same time and easily switch between them, using the pick list at the top of the screen.

**TIP** To find a chat you had with someone, open your Messaging Inbox and select a chat session.

- 1 Press **Applications**  and select **Messaging** .
- 2 Do one of the following:

**Start a new chat:** Select a message and reply to it.

**Continue an existing chat:** Select a message that displays the **Chat**  icon.






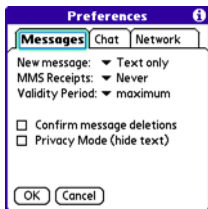
- 3 Enter your message.

**TIP** Pale gray text indicates that a message is pending or enroute.

- 4 Select **Send**.

### Customizing your Messaging settings

- 1 Press **Applications**  and select **Messaging** .
- 2 Press **Menu** .
- 3 From the **Options** menu, select **Preferences**.
- 4 On the **Messages** tab, set any of the following preferences for your individual messages:



**New message:** Indicates whether text or multimedia messaging is the default format for a new message.

**MMS Receipts:** Indicates whether you want to receive a confirmation when an outgoing MMS message is delivered.

**Validity Period:** Indicates how long you want an outgoing message to be valid.

**Confirm message deletions:** Indicates whether you want deletion confirmation prompts to appear.

**Privacy Mode (hide text):** Indicates whether you want the body text to appear in the alert when you receive a new message, or whether you want the alert to hide the text and prompt you to go to the message.

- 5 Select the **Chat** tab and set any of the following preferences for chat sessions:





**Create chats from messages:** Indicate when you want to group messages from the same person into a chat.

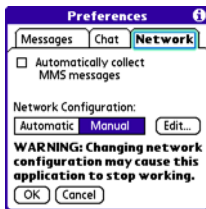
**Show timestamps in chats:** Indicate whether you want to see the local date and time the message was sent next to each message.

**Display my name in chat window as:** Enter the name you want to use as the label for your messages in Chat View.

**Label color:** Select a color to differentiate your messages from the sender's messages while in Chat View.

**Use color for:** Indicate whether you want both your name and message text in the selected label color, or only your name.

- 6 Select the **Network** tab and set any of the following preferences for network connections.



**Automatically collect MMS messages:** Indicate whether you want to download multimedia messages automatically.



**Network Configuration:** Indicate if you want to use Automatic or Manual message retrieval. If you select Manual, select **Edit** and enter the AT&T settings.

**NOTE** We recommend that you do not change the Network Configuration settings.

- 7 Select **OK**.

## Selecting Messaging alert tones

**DID YOU KNOW?** Your Centro includes a silent alert that can vibrate even when the Ringer switch is set to Sound Off.

- 1 Press **Applications**  and select **Messaging**.
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Alerts**.



- 4 Select the **Application** pick list and select **Messaging**.
- 5 Select the **Volume** pick list and select the volume level.
- 6 Select the **Vibrate** pick list and select when you want your Centro to vibrate.
- 7 Select the **Message Tone** pick list and select a tone for incoming message alerts.
- 8 Check the boxes if you want to see onscreen alerts when a new message arrives and when a message you sent is received.
- 9 Select **Done**.

## What are all those icons?

**TIP** By default, the Messaging app shows the Inbox folder. To view a different folder, select the folder list in the title bar and select a different folder from the list.

The message descriptions in the Inbox, Outbox, and Sent folders show the message status:

- Unread messages appear in bold.
- Read messages appear in plain text.
- Urgent messages appear with a red exclamation point (!).

The following icons show the message type and additional status info:



A text message



A chat session






A multimedia message that is ready for you to download



A multimedia message that is fully downloaded



A multimedia message that is fully downloaded and contains sound

-  A message that is waiting to be sent
-  A receipt, which you requested, confirming delivery of the message
-  An outgoing message with an error

**DID YOU KNOW?** If you are outside a coverage area or if your phone is turned off, outgoing messages go into the Outbox. When you return to a coverage area or turn your phone on, your pending messages are automatically sent and transferred to the Sent folder.

## Instant Messaging (IM)

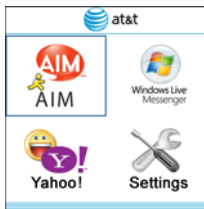
Instant Messaging (IM) is a form of real-time communication between two people based on the exchange of short, simple text messages via computer or mobile device. You can see which of your contacts are available to participate in an IM conversation or chat. You initiate a chat by selecting an available contact and sending a message.

Instant Messaging on your Centro is similar to Instant Messaging on your computer. Using the IM application, you can sign on to up to three IM communities, send and receive instant messages, and view contact status information and manage your presence. You can switch among IM communities with a touch of the 5-way.

Messages are billed to the owner of the Centro no matter which IM account you use.

### Accessing IM



- 1 Press **Applications**  and select **Instant Messaging** .
- 2 Select an IM community.



## Signing on

- 1 If you are signing on to your existing IM account on your Centro, sign on to the community using your existing username or email address (whichever your IM provider requires) and password.

**NOTE** Some IM providers allow you to sign on to multiple devices at the same time, for example, both your Centro and your computer. With other IM providers, signing on to an existing IM account on your Centro may automatically sign you out of another currently running IM session.

- 1 Press **Applications**  and select **Instant Messaging** .
- 2 Select an IM community.
- 3 Enter your username and password in the form requested by the IM community.
- 4 (Optional) Select **Save Password** to have your password stored in IM.
- 5 (Optional) **Select Auto Sign On** to automatically sign on to the IM community whenever you select it.
- 6 Select **Done** or **Sign On**.

Once you sign on, you can add contacts to establish a list of people you want to correspond with via Instant Messaging. You can also indicate whether or not you are available for Instant Messaging.



## Sending a Message


You can select Quick Text and Smileys to make your messages quick and easy to enter or you can simply enter text in the usual way.

- 1 Sign on to an IM community.
- 2 Select **Send Message To** and select a recipient from your contacts list.
- 3 Enter the text of your message and select **Send**.

## Receiving a Message

You can receive messages as long as you are signed on to an IM community. A beep announces the arrival of an IM message.

- 1 When you hear a beep, press **Applications**  and select **Instant Messaging** .

- 2 Select an IM community you are signed on to. If you don't see your message, use the **five-way**  to switch among IM communities until your message is visible.
- When you select **Exit**, you can go to other applications and return without signing in again. Conversations remain active.
  - When you select **Sign Out**, you are asked to confirm that you want to terminate the session and end all active conversations. When you confirm, you officially sign out, and your contacts see you as unavailable. To resume instant messaging, you must sign in again to the IM provider.

### Leaving IM

You can either exit an IM community or sign out.





# Your Push to Talk application

---

Push to Talk from AT&T is a convenient way to stay in touch with friends, family, and colleagues. With this walkie-talkie type of service, you can see who is available to talk and you can instantly reach others without dialing phone numbers and waiting for the phone to ring. Push to Talk calls can be made to one person or to a group of people. Think of Push to Talk as instant messaging that uses voice instead of text.

## Benefits

- Organize your friends and colleagues into groups
- Communicate with a large, dispersed group of people by voice or text message
- Select the PTT contacts who are out with you on a Saturday night; coordinate a rendezvous point with one PTT call

## In this chapter

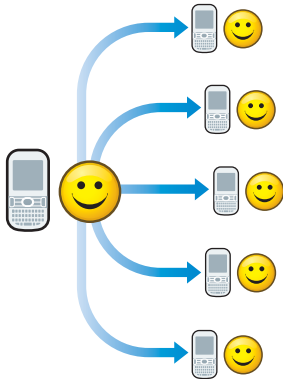
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Setting up PTT . . . . .	131
Creating a PTT contact list . . . . .	132
Viewing availability . . . . .	137
Making calls . . . . .	139
Receiving calls . . . . .	141
What can I do when I'm on a PTT call? . . . . .	142
Using the Call Log . . . . .	144
Sending messages. . . . .	145
Viewing messages. . . . .	146
Customizing your PTT settings. . . . .	147



## What is Push to Talk?

Have you ever had to use the phone to coordinate the actions of, or give information to, a group of people? With Push to Talk (PTT) you can instantly inform all of them with a single call.

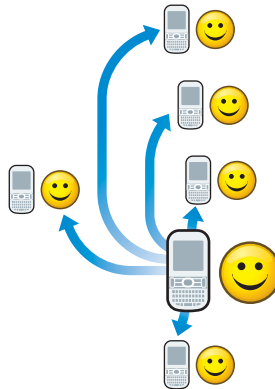


### How PTT works

To make a PTT call, press the **Side** button to go to Push to Talk. Select the people you want to talk to (up to seven individuals at

one time or up to 29 in a group); an icon next to each name tells you whether they're available. Then press and hold the **Side** button to make the call.

Since the speakerphone is automatically on, hold your Centro like a walkie-talkie, a few inches away from your mouth, and listen for the tone that signals that you can start to speak.



**DID YOU KNOW?** The speakerphone is automatically on when you are available, unless your Ringer switch is set to **Sound Off**

Like a walkie-talkie, PTT allows only one person to speak at a time. No one else can speak until you give up control by releasing the **Side** button. A tone signals that you gave up control. Now somebody else on the call can have a turn speaking.

### What can I do with PTT?

Here are a couple of examples of what you can do with PTT:

- Your work colleagues are scattered in several buildings on campus and around the country. You created a Project Team group in PTT. An important last-minute change happens in the project; for things to go smoothly, you need to communicate the news right away. Using Push to Talk, you can instantly speak to the entire team; everyone hears the same thing, and everyone knows what everyone else needs to do.
- You're on vacation with your family and you create a Family Vacation group. You

each decide to head off in a separate direction for the day. When you're ready to set a meeting place, you can call the whole family at once. No more putting one person on hold and switching lines or calling people multiple times to arrange the gathering.

**DID YOU KNOW?** With a single fee per month, PTT may be more economical than sending text messages to a group of people or making conference calls.

### Sign up for PTT service



To use PTT you must first subscribe to the AT&T Push to Talk service and then set up the Push to Talk application on your Palm® Centro™ smart device. Next, create a PTT list by inviting people to be your PTT contacts.

Your PTT contact list is separate from your contact list in the Contacts application, and the people you invite must also subscribe to the AT&T Push to Talk service. So to get the full benefit of Push to Talk, you may want to encourage a bunch of your friends, family members, or business colleagues to

also subscribe to the AT&T Push to Talk service.

## Setting up PTT

### Setting up the Push to Talk application

- 1 Press **Applications** .
- 2 Select **Push to Talk** .
- 3 Select **Yes** to set up Push to Talk.
- 4 Enter the name you want people to see, and then select **OK**.



- 5 Wait for the Welcome to Push to Talk screen to appear. If an error appears instead, contact AT&T for assistance.


### Setting your availability

When you first set up Push to Talk, your availability is automatically set to Available. You can change your availability setting at any time.


- 1 Press the **Side** button to go to PTT.
- 2 Select the **availability** pick list in the upper-right corner, and then select the icon that describes your availability.

Here are the icons:



**Available:** Your Ringer switch is set to **Sound On** , and you automatically hear incoming PTT calls.





**Silent:** Your Ringer switch is set to **Sound Off** . When a PTT call comes in, you get an alert. You can choose whether to answer or ignore the PTT call.



**Do Not Disturb:** You can make PTT calls, but you cannot receive them.



**Log Out:** You cannot make or receive PTT calls.

**NOTE** The **Available** option appears in the availability pick list only when the Ringer switch is set to **Sound On** . Similarly, the **Silent** option appears in the availability pick list only when the Ringer switch is set to **Sound Off** .



When you change your availability status, the availability icon in the upper-right corner of the PTT screen shows your new availability status in about ten seconds. Similarly, after about ten seconds, the AT&T network updates your availability status on the PTT screen of all your contacts and groups.

**TIP** Anytime you want to check your availability setting, just glance at the availability icon in the upper-right corner of the PTT screen. You can also see your availability icon in the upper-right corner of the Phone application title bar.

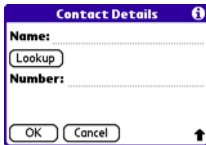
## Creating a PTT contact list

Although your PTT contact list is separate from your contact list in the Contacts application, you can still include contacts from the Contacts application as well as names and numbers you enter on the spot. You can also create groups to communicate with several people at the same time.

**TIP** To add a contact to your PTT contact list or to a PTT group, the contact must subscribe to the AT&T Push to Talk service.


### Adding a contact

- 1 Press the **Side** button to go to PTT.
- 2 Select **New**, and then select **New Contact** from the pop-up menu.



- 3 Select **Lookup**.
- 4 Select the contact you want to add, and then select **Add**.
- 5 (Optional) Select the name and change it to the name that you want to see in your PTT list—for example, a nickname. You can use up to 20 characters for the name.
- 6 Select **OK** to send the contact an invitation to join your PTT list.

**TIP** If a contact is not listed in your Contacts application, you can add a contact by entering the person's name and mobile phone number. Be sure to include the area code, but you don't need to enter hyphens or punctuation; PTT enters those for you.

The contact's name appears in your PTT list, and the  icon indicates that the contact has not responded to the invitation. This icon changes to reflect the

contact's current availability status once they accept the invitation.

**DID YOU KNOW?** You can have up to 99 contacts in your PTT contacts list.

### Changing a contact's name

When you change a contact's name, the change affects only the way that contact's name appears on your device.

- 1 Press the **Side** button to go to PTT.
- 2 Highlight the contact's name.
- 3 Press **Right** ► to open the pop-up menu.
- 4 Select **View Contact**.



- 5 Enter a new name for the contact.
- 6 Select **OK**.

## Deleting a contact

- 1 Press the **Side** button to go to PTT.
- 2 Highlight the contact you want to delete.
- 3 Press **Right** ► to open the pop-up menu.
- 4 Select **Delete**.
- 5 Select **Yes**.

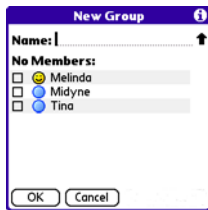
The contact receives a message indicating that you deleted him or her from your PTT list.

## Creating a group

Groups are an easy way to make calls or to send voice or text messages to multiple PTT contacts at the same time. You can create up to 30 groups. Each group can include up to 29 contacts.

- 1 Press the **Side** button to go to PTT.
- 2 Select **New**, and then select **New Group** from the pop-up menu.

The New Group dialog box shows you all the contacts in your PTT list.



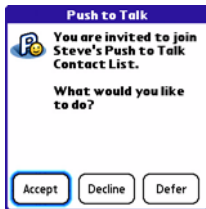
- 3 Enter a name for the group (up to 20 characters).
- 4 Check the box next to each contact you want to add to the group, and uncheck any contacts you do not want to include in this group.
- 5 Select **OK**.

**TIP** Need to add a group member who is not already a contact in your PTT list? After the group is created, you can edit the group and add new members and contacts.

**TIP** You can also create a group by first checking the boxes next to names in the main PTT list and then selecting **New**.

## Responding to invitations


When you're invited to join someone else's PTT list, you receive an invitation. You also receive an invitation when a group owner asks you to join a group.



Select one of the following to respond to an invitation:

**Accept:** Sends an acceptance message to the contact or group owner. The requester's name appears in your PTT list and your name appears in the requester's PTT list or group.


**Decline:** Sends a message to the contact or group owner indicating that you don't want to join the PTT list or group.

**Defer:** Places the invitation in your Pending list so that you can respond later by selecting the **Pending invitation**  icon in the title bar or by responding to an invitation reminder.

**TIP** If you don't respond within seven days, the invitation expires and you must receive and accept another invitation to join the PTT list or group.

**DID YOU KNOW?** You can set your PTT settings to automatically accept all invitations. See [Customizing your PTT settings](#) for details.

## Editing a group

- 1 Press the **Side** button to go to PTT.
- 2 Highlight the group you want to edit.
- 3 Press **Right**  to open the pop-up menu.
- 4 Select **Edit Group**.

- 5 If you are the owner of the group, you can do any of the following:



- View the availability of each group member.
- Change the group name.
- Add a member by selecting **New Member** and entering a name and number or by checking the box next to a contact's name. The new person receives your invitation, and all the existing group members receive an alert when the person accepts or refuses the invitation.
- Delete a member by unchecking the box next to the member's name. The person receives a deletion notification and all the remaining group members receive an alert notifying them that the contact is no longer in the group.

- 6 If you are *not* the owner of the group, you can do any of the following:
- View the availability of each member.



- View a group member's mobile phone number by highlighting the member's name and waiting a few seconds for the number to appear.
  - Change the group name. The other members don't see the new name.
  - Invite a group member to join your PTT list by highlighting the member's name, pressing **Menu** (☰), and then selecting **Invite Selected Member**.
  - Invite all group members to join your PTT list by pressing **Menu** and selecting **Invite ALL Members**.
  - Leave the group by selecting **Leave**.
- 7 Press **OK**.



## Leaving a group

If you are not the owner of a group, you can leave a group at any time. If you're the group's owner, you must delete the group to leave it.

- 1 Press the **Side** button to go to PTT.
- 2 Highlight the group you want to leave.
- 3 Press **Right** ► to open the pop-up menu.
- 4 Select **Leave**.
- 5 Select **Yes**.

The group is removed from your PTT list and the remaining group members receive a message indicating that you left the group.

## Deleting a group

If you are the owner of a group, you can dissolve a group by deleting it.

- 1 Press the **Side** button to go to PTT.
- 2 Highlight the group you want to delete.
- 3 Press **Right** ► to open the pop-up menu.
- 4 Select **Delete Group**.
- 5 Select **Yes**.

The group members receive a message indicating that you deleted the group.

## Viewing availability

It's easy to know when your contacts are available to talk. Simply glance at the Availability icon next to each contact or group name in your PTT list.












The Availability icons indicate the following:




The contact has not responded to your PTT invitation.



The contact is available to receive PTT calls.

-  The contact's Ringer switch is set to **Sound Off**  so that he or she can screen PTT calls.
-  The contact's status is Do Not Disturb (DND), which means the contact is logged in to PTT but is refusing all PTT calls.
-  The contact has logged out and cannot make or receive PTT calls because the contact turned off their phone. This status also appears when the contact's battery is low.
-  One or more group members are available to receive PTT calls.
-  One or more group members have their Ringer switch set to **Sound Off**  so that they can screen PTT calls.
-  None of the invitees has responded to the invitation to join the group.
-  All group members do not want to receive PTT calls.

-  All group members have logged out, are outside the coverage area, or have turned off their phones. They cannot make or receive PTT calls. This status also appears when all group members have low batteries.

**TIP** The numbers that appear next to the group name, such as (4/5), indicate how many group members are available to make and receive PTT calls.

**TIP** A plus sign next to a name indicates a group. Select it to see the members of the group

**NOTE** When someone changes their availability setting, it takes about ten seconds for the availability icon in the picklist to change to the new availability icon.

### Receiving availability alerts


You can choose whether you receive an alert when a contact becomes available.

- 1 Press the **Side** button to go to PTT.
- 2 Highlight the contact for whom you want to set the alert status.

- 3 Press **Right** ► to open the pop-up menu.
- 4 Select **Set Contact Alert to ON** to receive availability alerts. To turn off availability alerts, select **Set Contact Alert to OFF**.



When you receive an availability alert, you can do any of the following:

- Press the **Side** button to make a PTT call to the contact.
- Press **Send**  to make a phone call to the contact.
- Select **Ignore with Text** to address a text message to the contact.
- Select **Dismiss** to acknowledge the alert without taking action.

**TIP** You can simultaneously change the alert status for multiple contacts. Check the box next to the contacts for whom you want to change the alert status, and highlight one of the selected contacts. Press **Right** to open the pop-up menu and select **Set All Contact Alerts** to change the alert status for the selected contacts.

**TIP** You can also view and revise the alert status for all your contacts by pressing **Menu**, selecting **Options**, and then selecting **Contact Alerts**. To change the alert status, check or uncheck the box next to a contact's name, and then select **OK** to accept your changes.

## Making calls

You can use Push to Talk to make PTT calls to one or more of your PTT contacts, to a group, or to selected group members. You can also use Push to Talk to make a phone (cellular) call to one of your PTT contacts.

**NOTE** You cannot call both a contact and a group at the same time.

## Making a PTT call

- 1 Press the **Side** button to go to PTT.
- 2 Check the box next to up to seven contacts or highlight the group you want to call.

**TIP** You can jump to a particular contact or group by entering the first few letters of the contact or group name.



- 3 Hold your Centro a few inches from your mouth, as you would hold a walkie-talkie.
- 4 Press and hold the **Side** button.
- 5 Wait for the tone that signals when you can begin to speak.
- 6 When you've finished speaking, release the **Side** button.

When you release the Side button, a tone signals the person(s) on the other end that you've finished talking and the next person can begin to speak.

**NOTE** When you make a PTT call, the speakerphone is on by default when the Ringer switch is set to Sound On. If your Ringer switch is set to Sound Off, the PTT call goes to the earpiece.

When a tone signals you that the other person has finished speaking, you can press and hold the **Side** button again to continue the conversation.

- 7 Press **Power/End**  to hang up.

**DID YOU KNOW?** If a PTT call remains inactive for more than 30 seconds, the call ends automatically.

**KEY TERM Quick Group** A selection of multiple contacts that you make to form an ad hoc group for a single call. The contacts in a Quick Group must have a status of Available or Silent. If a contact's status is DND or Logged Out, you cannot include that contact in a Quick Group.

## Making a PTT call to a dynamic group

From time to time you may want to talk to selected members of a group instead of to the whole group. You can do this by making a dynamic group call.

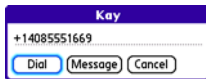
- 1 Press the **Side** button to go to PTT.
- 2 Highlight the group that contains the contacts you want to call.
- 3 Press **Right** ► to open the pop-up menu.
- 4 Select **Dynamic Call**.
- 5 Select group members by checking the box next to their names.



- 6 Press and hold the **Side** button to make the call.
- 7 Press **Power/End** ⓘ to hang up.

## Making a phone call

- 1 Press the **Side** button to go to PTT.
- 2 Highlight the contact you want to call.
- 3 Press **Send** ⓘ, and then select **Dial** to make the call.

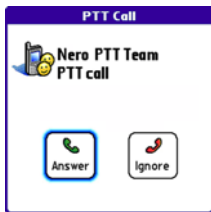


- 4 Press **Power/End** ⓘ to hang up.



## Receiving calls

When your phone is on and your availability is set to Available, you automatically hear incoming PTT callers speaking.

When your phone is on and your availability is set to Silent or if you receive a PTT call while you're on another call, you receive an onscreen alert.




You can do either of the following:

- Press **Send**  or select **Answer** to accept the call.
- Press **Power/End**  or select **Ignore** to reject the call.

Once you accept the call, you need to press the **Side** button to speak.

### Responding to a Call-Me alert

When you receive a Call-Me alert, you can do any of the following:

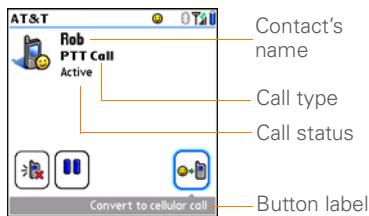
- Press and hold the **Side** button to make a PTT call to the contact.
- Press **Send**  to make a phone call to the contact.
- Select **Ignore with Text** to address a text message to the contact.


- Select **Dismiss** or press the **Volume** button to acknowledge the alert without taking action.
- Quickly press the **Side** button to dismiss the Call-Me alert.



## What can I do when I'm on a PTT call?

When you make or receive a PTT call, the Phone application's Active Call View appears.




Use the **5-way**  or stylus to select any of the following onscreen buttons:



Turns off the speakerphone, which is on by default. Use the earpiece or the headset to continue the conversation. You can also use your Bluetooth headset or car kit.



Turns the speakerphone on when it is off. If your Ringer switch is set to Sound On , the speakerphone is on by default.



Places the current call on hold. Keep in mind that if a PTT call remains inactive for more than 30 seconds, it ends automatically.



Lets the initiator of the call convert the PTT call to a phone call.




Lets you switch between calls when more than one call is active.

**NOTE** The call status reads Calling when a PTT call is in the process of connecting. You can begin speaking once you hear the tone. You don't have to wait until the call status changes to Active.

### Converting a PTT call into a phone call



When a PTT call is in progress, the person who made the call can convert the call into a phone call.

- 1 Make a PTT call (see [Making a PTT call](#)).
- 2 Tell the other participants that you're going to convert the PTT call into a phone call and that they need to press the **Side** button when they hear a tone.
- 3 Select **Convert to cellular call** .
- 4 The other participants need to press the **Side** button to continue the conversation.

The call now acts similar to a cellular phone call, and participants no longer need to press the **Side** button to talk.

### Making a second PTT call

While a phone call or PTT call is in progress, you can make a second PTT call.

- 1 While a call is in progress, select **Hold** .
- 2 Press the **Side** button to start PTT.
- 3 Check the box(es) next to the contact(s) or group you want to call.
- 4 Press and hold the **Side** button to make the call.
- 5 To switch between the two calls, select **Swap** .



**NOTE** Keep in mind that if a PTT call remains inactive for more than 30 seconds, it ends automatically.

**TIP** If you have more than one active call, you can switch between the calls, but you cannot conference two PTT calls or a PTT call and a phone call. You can still conference two phone calls.

**TIP** To return to the original call without placing a second call, press **Phone**.

## Using the Call Log

You can use the Call Log in the Phone application to view and make PTT calls. A PTT call can be originated from the Call Log. All PTT calls appear with a PTT icon.

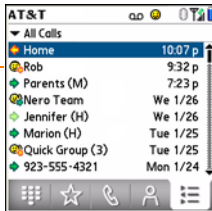
- 1 Press **Phone**  to display the Main tab in the Phone application.
- 2 Select the **Call Log**  tab.
- 3 Highlight the number you want to call.

**NOTE** You cannot redial a dynamic group call that you initiated. When you select a dynamic group call that you received, it redials the entire group. You cannot redial a Quick Group call regardless of whether you initiated or received the call.



- Press and hold the **Side** button to make a PTT call to the selected number.

PTT icon shows who's available



**DID YOU KNOW?** You can access the Call Log by pressing and holding the **Side** button when you are not in the Push to Talk application.

## Sending messages

You can send voice messages, text messages, and Call-Me alerts to contacts in your PTT list. Voice messages are a way to send a message directly to the recipient's voicemail.

**DID YOU KNOW?** You cannot start a voice message during a PTT call.

### Sending a voice message

- Press the **Side** button to go to PTT.
- Highlight the contact(s) or group you want to send the voice message to.
- Press **Right** ► to open the pop-up menu.
- Select **Voice Message**.
- Press and hold the **Side** button while you record your voice message.

**TIP** When the Record/Pause button is highlighted, you can also press **Center** on the 5-way to start and stop recording.



- When you release the **Side** button, select one of the following:



Plays the voice message



Erases the voice message and refreshes the screen so you can rerecord the message



Sends the voice message

### Sending a text message

- Press the **Side** button to go to PTT.
- Highlight the contact or group you want to send the text message to.
- Press **Right** ► to open the pop-up menu.
- Select **Text Message**.
- Enter the text.
- Select **Send**.

**NOTE** When you address a text message to a group that contains more than ten members, the text message is sent only to the first ten members in the group.

### Sending a Call-Me alert

- Press the **Side** button to go to PTT.
- Highlight the contact you want to send the Call-Me alert to.
- Press **Right** ► to open the pop-up menu.
- Select **Call-Me Alert**.

**DID YOU KNOW?** A tone sounds every ten seconds until the recipient answers the alert or six minutes elapse, whichever occurs first.


## Viewing messages

You can view all your PTT alerts and deferred invitations in one place.

- Press the **Side** button to go to PTT.
- Press **Menu**
- Select **Options** and then select **Message Center**.
- Do any of the following:
  - To acknowledge and delete an individual item, check the box next to the item and select **Clear**.

- To acknowledge and delete all the items, select **Clear All**.
  - To keep all of the items without changing them, select **Done**.
- 5 Select **Done**.

## Customizing your PTT settings

- 1 Press the **Side** button to go to PTT.
- 2 Press **Menu** .
- 3 Select **Options** and then select **PTT Settings**.



- 4 Change any of the following settings:  
**Set Your Name:** Enables you to modify the name people see when you send

invitations, make calls, and send messages.

**NOTE** Contacts who received an invitation with your original name will continue to see your original name when you communicate with them. If you want a contact to see your updated name, you must send the contact a new invitation.

**Sort contacts by availability:** Places contacts that are available to talk at the top of your PTT list. If you do not check this box, contacts are sorted alphabetically.

**Auto Accept Invitations:** Accepts all invitations automatically from individual PTT subscribers or from groups, when the corresponding box is checked.

- 5 Select **OK**.





# Your connections to the web and wireless devices

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You use the web for many things: driving directions, shopping, news, web-based email. Now, with the AT&T network and the built-in web browser, you can take the web with you almost anywhere.

The built-in Bluetooth® feature of your Palm® Centro™ smart device helps you easily set up wireless connections to a number of devices, so you can enjoy the convenience of cable-free connectivity. You can also use your Centro to connect your computer to the Internet and to share contacts or your favorite photos with other people.

## Benefits

- Carry the web with you
- Store web pages for offline viewing
- Connect to Bluetooth headsets and car kits
- Connect your computer to the Internet through your Centro
- Shop online for ringtones, graphics, and multimedia files

## In this chapter

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Web browser . . . . .	151
Connecting your computer to the Internet through your Centro™ .	160
Connecting with Bluetooth devices . . . . .	163

## Web browser

The web browser on your Centro provides quick and easy access to web pages. You can view most of the sites you use on your computer, including those with security and advanced features, such as JavaScript and frames. To browse the web, you must activate data services from AT&T.

**DID YOU KNOW?** The security certificates and 128-bit Secure Sockets Layer (SSL) encryption let you visit secure websites, like ones for banking and using email. Some secure sites also require specific browsers, so those may not work with your web browser.

**DID YOU KNOW?** The web browser supports JavaScript, SSL strong encryption, and cookies, but it does not support plug-ins (such as Flash or Shockwave) or Java applets.

### Viewing a web page

To make viewing web pages on your Centro a better experience, the web browser reformats web pages into a single column and resizes images. In this format—called Optimized Mode—you can see most of the content without scrolling left or right. You can also switch to Wide Page Mode if you like.



**DID YOU KNOW?** You can send email from a web page on your Centro. Email addresses appear as links on web pages. After you configure an email application on your Centro, you can select an email address link to create a message to the selected address.



### Optimized Mode




## Wide Page Mode




- 1 Press **Applications**  and select **Web**  to open the Blazer web browser. If necessary, select **Yes** to turn on your phone, and **Yes** to connect to the Internet.




If you do not see either of these icons   in the title bar, data services are not available in your current location and you cannot connect to the Internet.




- 2 Enter a web page address (URL) in the **Address Bar** and select **Go**.


**NOTE** If you browse to a secure web page, a **lock**  icon appears in the Address Bar.

- 3 Do any of the following to navigate within the web page:

**View a page in wide layout format** (as on your computer): Press **Menu** , select **Options**, and then select **Wide Page Mode**.

**Scroll through the page:** In Optimized Mode (the default format) press **Up**  or **Down** . In Wide Page Mode, use all buttons on the **5-way**  to scroll in any direction.

**Follow a link to another web page:** In Optimized Mode, highlight the link by pressing **Left**  or **Right**  and then press **Center**  to go to the selected page. In Wide Page Mode, use the stylus to select a link.

**Submit a form:** Enter the info and then select the onscreen button to submit the form. If the form doesn't have an onscreen button, press **Return** .

**TIP** To adjust the font size, open the **Options** menu and select **Font**. To fit more text on the screen, select **Small**. To make the text easier to read, select **Large**.



- 4 Use the **5-way**  to access any of the following icons in the title bar:



Goes to your home page.



Opens a dialog box where you can enter a web address or view a list of recently viewed web pages.



Goes back in order through pages you viewed.



Goes forward in order through pages you viewed.



Gets the latest version of the current web page. This is sometimes called *refreshing* the web page.




Opens a list where you can select Fast mode (no images or style sheets) or Normal mode (with images and style sheets).

### Creating a bookmark

With bookmarks, you can instantly access a web page without entering the address every time. The web browser can store up to 100 bookmarks or saved pages, allowing you to open your favorite web pages

quickly. Note that a bookmark is different from a saved page and different from a favorite (see [Defining favorite buttons](#)).

**DID YOU KNOW?** The predefined bookmarks take you to pages that are optimized for your Centro.

- 1 Go to the page you want to bookmark.
- 2 Press **Menu** .
- 3 Select **Add Bookmark** from the **Page** menu.
- 4 Change the entries in the **Name** and **Description** fields.
- 5 Select **OK**, and then select **OK** again.



**New Bookmark** ⓘ

**Name:** Mobile Portal Main


**Description:** mobile.palm.com

**URL:** mobile.palm.com/?

**Preview:** 

## Saving a page


You can use the web browser to save a page for offline viewing, so you don't need a wireless connection to view it later.

- 1 Go to the page you want to save.
- 2 Press **Menu** .
- 3 Select **Save Page** from the **Page** menu.
- 4 Select **OK**, and then select **OK** again.

## Viewing bookmarks or saved pages

Bookmarks and saved pages both appear in Bookmarks View. Saved pages are indicated by a small triangle in the upper-right corner of the bookmark.

**DID YOU KNOW?** You can make Bookmarks View the default view when you open the browser. Open the **Options** menu and select **Preferences**. Select the **Start With** pick list and select **Bookmarks**.


- 1 Select the **Bookmarks View**  icon in the web page toolbar.



- 2 Select the bookmark or saved page you want to view.

**TIP** To go back to the last web page you viewed without selecting a bookmark, select **Page View**.

## Editing or deleting a bookmark or saved page

- 1 In Bookmarks View, press **Menu** .
- 2 Select **Edit Bookmarks** from the **Bookmarks** menu.
- 3 Select the bookmark you want to edit or delete.

**TIP** If you can't edit, delete, or beam a bookmark, it is probably locked and these actions are prohibited.

- 4 Enter the desired changes or select **Delete**.
- 5 Select **OK**.


### Arranging bookmarks and saved pages

Bookmarks View has ten pages where you can store and arrange bookmarks and saved pages in a way that works for you. For example, you can store travel links on one bookmark page, stock links on another, and business links on a third page.

- 1 In Bookmarks View, press **Menu** .





- 2 Select **Edit Bookmarks** from the **Bookmarks** menu.
- 3 Enter a title for this page of bookmarks.
- 4 Use the stylus to drag and drop a bookmark into the desired slot. You can move a bookmark within the current

page or move it to a different bookmark page by dragging and dropping it on one of the **Bookmark Page**  icons at the bottom of the screen.

- 5 Select **OK**.

### Shopping at ATT Mall

AT&T Mall is a web-based storefront where you can select links to websites that list and sell ringtones, graphics, and multimedia files. When you select a link, the web browser opens and displays a website where you can buy items and download them to your Centro.

- 1 Press **Applications**  and select **ATT Mall** .
- 2 Select the link to the type of items you want to explore or buy.
- 3 Follow the website's directions for buying and downloading items.

### Exploring AT&T Music

AT&T Music gives you access to a variety of music resources.

- 1 Press **Applications**  and select **AT&T Music** .

- 2 Select the link to the type of item you want to explore or buy.
  - Select **Shop Music** to shop for music and ringtones.
  - Select **Music Player** (Pocket Tunes Deluxe™) so you can store, search, and listen to music.
  - Select **Music ID** to identify an artist and song title.
  - Select **XM Radio** to access a variety of satellite radio channels.
  - Select **Community** to connect to the fan sites of popular artists and hit bands.

### Downloading files from a web page

The web browser lets you download files that are recognized by one of the applications on your Centro. When you download a file, you can open it in the application that recognizes the file. For example, if you download an MP3 file, you can listen to it later in the Pocket Tunes™ application.

If a file is not recognized by any application on your Centro, you cannot open it on your Centro. You can, however, download the

file to an expansion card, transfer it to your computer using an expansion card reader (sold separately), and view it on your computer.

You can download files such as new applications and choose to play or save music and video files in many popular formats—provided that the website permits the downloading of files:

Item	Supported File Types
Pictures	JPG, WBMP, GIF, PNG
Videos	MP4, 3G2, ASF, WMV
Ringtones	MIDI, AAC, AAC+, MP3
Music	MP3, WMA

**TIP** You can also access software and other downloads using the Downloads bookmark.



- 1 Go to the page with the link to the file you want to download.
- 2 Do one of the following:
  - In Optimized Mode, press **Left** ◀ or **Right** ▶ to highlight the link to the file, and then press **Center** ○.

- In Wide Page Mode, tap the link with your stylus.
- 3 If prompted, select what you want to do with the file: **Play**, **Save To Device**, or **Save To Card**.
  - 4 Select **Yes**.

**TIP** You can also save an image from a web page by tapping and holding it with the stylus.










### Streaming files from a web page

The web browser lets you stream files that are recognized by one of the applications on your Centro. For example, you can choose to play music and video files in many popular formats (MP3, WMA, WMV).

- 1 When the web browser recognizes streamed content on a web page, it displays a **Play**  icon. To view or listen to the streamed content, select **Play** .


**TIP** When the web browser recognizes streamed content that is not supported by any of the applications on your Centro, it displays a “Media type not supported” message.


- 2 Once streaming begins, playback starts automatically. Use the following controls when viewing or listening:

- Select  to return to the web page containing the streamed content.
- Select  or press **Center**  to pause playback.
- Select  or press **Center**  to resume playback after pausing.
- A few seconds after playback begins, the toolbar is hidden and you can view the content on the full screen. Press **Up**  or **Down**  to display the toolbar; press **Up**  or **Down**  again to hide the toolbar again.
- Press the **Volume** button on the side of your Centro to adjust the volume.

### Copying text from a web page

You can copy text from a web page and paste it into other applications.


- 1 Use the stylus to highlight the text you want to copy.
- 2 Press **Menu** .
- 3 Select **Edit**, and then select **Copy**.

- Go to the app in which you want to paste the text, and position the cursor where you want to paste the text.
- Press **Menu** .
- Select **Edit**, and then select **Paste**.


**DID YOU KNOW?** If the web browser does not recognize a phone number as dialable, you can copy the phone number (as text) and paste it into the Dial Pad (see [Dialing from a web page or message](#)).

### Returning to recently viewed pages

The History list stores the addresses of the last 100 pages you visited. Items in the History list are sorted chronologically.


- In Page View, press **Menu** .
- Select **History** from the **Page** menu.
- Select the web page you want to load.

### Finding text on a web page

- In Page View, press **Menu** .
- Select **Find Text on Page** from the **Page** menu.
- Enter the text you want to find.

- Check or uncheck the **Wrap Search** box to indicate whether you want the search to wrap from the end of the page to the beginning when the end is reached.
- Select **Find** to start the search.

### Customizing your web browser settings

- In Page View, press **Menu** .
- Select **Options**, and then select **Preferences**.
- Select **Page** and set any of the following preferences:



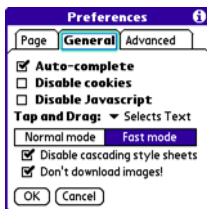
**Start With:** Determines which view appears when you open the browser.

**Home Page:** Sets the page that appears when you select .

**Restore Default:** Selects the original home page, if you changed it.

**Show Address Bar:** Sets whether the web address appears in Page View. When it is visible, you can select the pick list to go to a previously viewed page or enter a URL directly from Page View.

- 4 Select **General** and set any of the following preferences:



**Auto-complete:** Determines whether the web browser suggests text, based on your previous entries, when you begin entering info.

**Disable cookies:** Determines whether websites can store personalized info on your Centro. Some sites do not work properly if you select this option.

**Disable JavaScript:** Bypasses JavaScript elements on the web pages you view.

**Tap and Drag:** Determines whether dragging the stylus selects text or scrolls through the contents of the page.

**Normal mode/Fast mode:** Determines whether a web page appears as designed (Normal mode) or with some of the items removed for faster display. Selecting Fast mode gives you the following options:

- **Disable cascading style sheets:** Determines whether style sheets are applied when you load a web page. When style sheets are disabled, pages download faster, but you may lose some of the formatting.

**KEY TERM Cascading Style Sheet (CSS)**

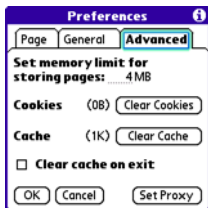
A file that governs design elements of a web page, such as its fonts, colors, and layout.

- **Don't download images!** Determines whether images appear when you load a web page. If you

select not to view images, you can still see any image by selecting the placeholder box on the web page.

**TIP** Lots of pretty graphics slowing you down? Browse the web faster by enabling the Don't download images! option.

- 5 Select **Advanced** and set any of the following preferences:



#### Set memory limit for storing pages:

Sets the amount of memory used for your cache. Pages are cached so that they load faster the next time you view them.

**Cookies:** Indicates how much memory is being used by cookies. To free up this memory, select **Clear Cookies**.

**Cache:** Indicates how much memory is being used by your cache to store recent pages and history. To free up this memory, select **Clear Cache**.

**Clear cache on exit:** Determines whether the cache clears each time you exit the web browser.

**Set Proxy:** Sets up a proxy server to access the Internet. If your connection requires a proxy server, please contact your Internet service provider or IT administrator for this information.

- 6 Select **OK**.

## Connecting your computer to the Internet through your Centro™

Dial-up networking (DUN) is the feature that converts your Centro into a modem so that you can access the Internet from your computer. If your computer is enabled with





Bluetooth wireless technology, you can set up your Centro as a wireless modem using the built-in Bluetooth technology.

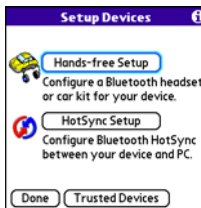
The following procedures describe the process of setting up your Centro as a wireless modem using the built-in Bluetooth technology.

**TIP** If your computer is not enabled with Bluetooth wireless technology, you need to purchase a wireless Bluetooth adapter accessory for your computer to use this feature.

### Creating a partnership between your Centro and your computer

- 1 Make sure that your computer's Bluetooth setting is on and that your computer is ready to create a Bluetooth partnership. Check the documentation that came with your computer to find and change these settings.
- 2 On your Centro, press **Applications**  and select **Bluetooth** .
- 3 Select **Bluetooth On** if it is not already selected, and then select **Setup Devices**.

#### 4 Select **Trusted Devices**.



- 5 Select **Add Device**. The discovery icon appears, indicating that the discovery process is active.
- 6 Select your computer from the **Trusted Devices** list, and then select **OK**.
- 7 Make up a passkey, enter it on the Bluetooth Security screen, and then select **OK**. The passkey can be up to 16 numbers.

**NOTE** You need this passkey in the next step, so be sure to write it down exactly. We recommend that you use a passkey of 16 numbers, where possible, to improve the security of your Centro. The longer the passkey, the more difficult it is for the passkey to be deciphered.

- 8 Enter the same passkey on your computer when prompted.
- 9 Select **Done**, and then select **Done** again to return to the Bluetooth screen.

### Setting up your computer for a Bluetooth® DUN connection

Follow the instructions from the manufacturer of your Bluetooth adapter to enable DUN.

### Accessing the Internet using a Bluetooth DUN connection

The steps for accessing the Internet on your computer may vary depending on your operating system and how Bluetooth wireless technology is set up on your computer—for example, if it is built-in versus if you are using a Bluetooth adapter. If you need additional info, check your computer's documentation for how to set up Bluetooth technology to access the Internet using a DUN connection.

**TIP** You may need to use a virtual private network (VPN) to access corporate email. Check with your system administrator for more information.

**BEFORE YOU BEGIN** Verify that DUN is enabled on your computer. See the documentation that came with your computer for details.

- 1 Open the Bluetooth application on your computer and let it locate the Centro you paired it with in the previous procedure.
- 2 Double-click the icon or option representing your Centro. Your computer connects to your Centro and shows that DUN services are available.
- 3 Double-click the **DUN** icon.
- 4 Enter the following settings:
  - Dial: **\*99\*\*\*1#**
  - User Name:  
**ISP@CINGULARGPRS.COM**
  - Password: **CINGULAR1**
- 5 Click **Dial**. Once the connection is successfully established, you can browse the Internet on your computer or download your email.

**TIP** If you get a message asking whether you want your computer to remember the dial text for this connection, we recommend that you select **Yes**. This avoids errors and the inconvenience of entering the dial text for every session.

- 6 Look for a network connection icon in the taskbar at the bottom of your computer screen to verify that you are connected.

**DID YOU KNOW?** You can check the status of the connection by right-clicking the **Bluetooth network** icon in the taskbar.

**NOTE** When a DUN connection is active, you cannot use data services on your Centro. For example, you cannot browse the Web, or send or receive email messages. Also, any scheduled automatic email retrievals do not take place. Receiving or sending phone calls suspends the DUN session. The session resumes when the call is ended.

## Terminating a Bluetooth DUN Internet session

It is important to end a Bluetooth DUN session after you finish using it. Ending the DUN session lets you use the wireless features of your Centro that require a data connection, it frees up the Bluetooth feature so that you can connect to other Bluetooth devices, and it optimizes battery life, too.

- 1 On your computer, right-click the icon or option representing your Centro.
- 2 Click **Disconnect**.

## Connecting with Bluetooth devices

With the built-in Bluetooth wireless technology on your Centro, you can connect to a number of Bluetooth devices, including a hands-free device such as a headset or car kit, a printer, or a GPS receiver, as well as to other Centro smart devices and handhelds that are equipped with Bluetooth wireless technology. If your

computer is enabled with Bluetooth wireless technology, you can also synchronize wirelessly or use your phone to connect your computer to the Internet.

You can create a list of Bluetooth devices that you trust to communicate with your Centro. When communicating with trusted devices, your Centro skips the discovery process and creates a secure link as long as the device is within range. Bluetooth range is up to 30 feet depending on environmental conditions, including obstacles, radio interference from nearby electronic equipment, and other factors.

When you configure a hands-free device, as described previously in [Connecting to a Bluetooth® hands-free device](#), the hands-free device automatically appears in your Trusted Devices list. Follow the steps in this section to add other devices to your Trusted Devices list, such as a friend's handheld.

### Requesting a connection with another Bluetooth device

- 1 Press **Applications**  and select **Bluetooth** .

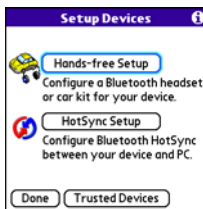
- 2 Select **Bluetooth On**.



- 3 (Optional) Enter a device name that identifies your Centro when it is discovered by other Bluetooth devices.

**NOTE** Use the same device name for all your Bluetooth connections. If you change the device name, you need to re-create any partnerships you've already created.

- 4 Select **Setup Devices**.
- 5 Select **Trusted Devices**.



- 6 Select **Add Device**. The **Discovery** icon appears, indicating that the discovery process is active.
- 7 Select the **Show** pick list and select **Nearby devices**.
- 8 If the device you want to add doesn't appear on the Discovery Results list, make sure that the other device is ready to receive a connection request (see the device's documentation), and then select **Find More** on your Centro to search again.
- 9 Enter the same passkey on your Centro and on the Bluetooth device, and select **OK**.

**IMPORTANT** Some Bluetooth devices have a predefined passkey. If your device has a predefined passkey, you can find it in the documentation for that device. Other devices provide a screen where you enter a passkey that you make up. In either case, you must use the same passkey on both your Centro and the other Bluetooth device. We recommend that, where possible, you make up a passkey of 16 alphanumeric characters (letters and numerals only) to improve the security of your Centro. The longer the passkey, the more difficult it is for the passkey to be deciphered.

- 10 Select **Done**.

### Accepting a connection from another Bluetooth device

**TIP** For the Centro to be visible to Bluetooth devices, the Bluetooth setting must be set to On and visibility must be set to Visible or Temporary.

- 1 Press **Applications**  and select **Bluetooth** .
- 2 Select **Bluetooth On**.



- 3 (Optional) Enter a device name that identifies your Centro when it is discovered by other Bluetooth devices.

**NOTE** Use the same device name for all your Bluetooth connections. If you change the device name, you need to re-create any partnerships you've already created.

- 4 Select the **Visibility** pick list and select one of the following:

**Visible:** Enables Bluetooth devices that are not on your Trusted Devices list to request a connection with your Centro. Your Centro remains accessible to other devices until you turn this option off.

After you've finished using this setting, remember to change it back to Hidden.

**TIP** Use the Visible option only when you need your Centro to be accessible for an extended period of time. For short-term accessibility, use the Temporary option.

**Temporary:** Enables Bluetooth devices that are not on your Trusted Devices list to request a connection with your Centro during the next two minutes. Your Centro reverts to the Hidden setting and becomes inaccessible to other devices after two minutes.

**Hidden:** Allows only devices with which you have previously formed a partnership to request a connection with your Centro. New devices cannot request a connection.

- 5 Enter the same passkey on your Centro and on the Bluetooth device.

**IMPORTANT** Some Bluetooth devices, such as headsets and GPS receivers, have a predefined passkey. If your device has a predefined passkey, you can find it in the documentation for that device. Other devices provide a screen where you enter a passkey that you make up. In either case, you must use the same passkey on both your Centro and the other Bluetooth device. We recommend that, where possible, you make up a passkey of 16 alphanumeric characters (letters and numerals only) to improve the security of your Centro. The longer the passkey, the more difficult it is for the passkey to be deciphered.

- 6 (Optional) Check the **Add to trusted device list** box if you want to form a partnership with the requesting device.
- 7 Select **OK**.







# Your photos, videos, and music

---

Do you have a wallet bulging with photos of friends, family, pets, and your most recent vacation?

Are you tired of carrying both your MP3 player and your phone?

Your Palm® Centro™ smart device solves both problems. You can keep your favorite photos right on your Centro—videos, too. And there's no need to carry an expensive MP3 player; you can play music on your Centro. Simply transfer songs onto your Centro or an expansion card and then listen through your headphones (cards and headphones sold separately).

## Benefits

- Never be far from your favorite people, places, and songs
- Organize your photos, videos, and songs
- No separate photo viewer, MP3, or CD player required

## In this chapter

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Camera and Camcorder . . . . .	171
Pictures & Videos . . . . .	175
Pocket Tunes™ Deluxe . . . . .	180



## Camera and Camcorder

Your Centro comes with an easy-to-use, built-in, 1.3 Megapixel camera with 2x digital zoom. You can use the camera to take and view pictures and videos and send them to your friends and family. To add a personal touch to your Centro, use your pictures as your wallpaper for the Main tab in the Phone application and as caller ID images.

In addition to taking pictures and videos, you can receive and view pictures and videos, send pictures and videos as email attachments or multimedia messages (MMS), and use pictures to personalize your Centro (such as wallpaper or picture caller ID; see [Assigning a caller ID photo](#) for details). You can also move pictures and videos to a computer by synchronizing your Centro with your computer.

### Taking a picture

You can store pictures on your Centro or on an expansion card.

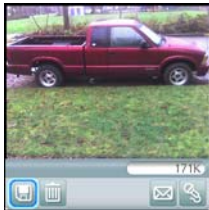
- 1 Press **Applications**  and select **Camera** .
- 2 By default, the Camera application stores pictures you take in the **PALM** folder on your expansion card (if a card is inserted). Otherwise, Camera stores pictures in the **PALM** album on your Centro. To store a picture in a different location, select one of the following:
  - <Album name>**: Stores the picture in the selected album. The storage location is based on the location of the album (Centro or expansion card).

**New Albums**: Opens a dialog box where you can enter an album name and select the storage location (Centro or expansion card).



**TIP** The default camera resolution is SXGA (1280 x 1024). VGA (640 x 480) and QVGA (320 x 240) resolutions are also supported. To view these settings before you take a picture, press **Menu**.

- 3 Find your subject in the screen on your Centro (the lens is on the back of your Centro).
- 4 (Optional) To get a close-up of your subject, press **Up** ▲ to select **2x**. Press **Down** ▼ to return to **1x**.
- 5 Press **Center** ○ to capture the picture.
- 6 Select any of the following icons:



Saves the picture in the location you selected in step 2.



Deletes the picture.



Opens a dialog box where you can select how you want to send the picture: Messaging, Bluetooth® wireless technology, or Email. The receiving device must support the method you select.



Lets you add a voice caption.

**TIP** To add an audio caption later, open the picture and then select **Audio Caption** from the **Photo** menu.

**DID YOU KNOW?** You can personalize a picture. Open the **Photo** menu, select **Draw on**, and then use the drawing tools to add your own personal touch. When you save the picture, you can replace the original or save a copy.

## Recording a video

You can store videos on your Centro or on an expansion card.

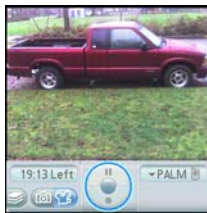
- 1 Press **Applications**  and select **Camcorder** .

**TIP** The video recording screen displays the approximate recording time you have left based on the space available on your Centro or expansion card. Actual recording time may vary depending on how fast you are moving, how many colors you are recording, and so on.



- 2 By default, the Camcorder application stores videos you record in the **PALM** folder on your expansion card (if a card is inserted). Otherwise, Camcorder stores pictures in the **PALM** album on your Centro. To store a video in a different location, select one of the following:

**<Album name>**: Stores the video in the selected album. The storage location is based on the location of the album (Centro or expansion card).

**New Albums**: Opens a dialog box where you can enter an album name and select the storage location (Centro or expansion card).



**TIP** The default camcorder resolution is CIF (352 x 288), and QCIF (176 x 144) is also supported. To view these settings before you capture a video, press **Menu**.

- 3 Find your subject in the screen on your Centro (the lens is on the back of your Centro).
- 4 Press **Center**  to start recording.
- 5 After you finish recording, press **Center**  again to stop.

## 6 Select any of the following:



Plays the video, so you can review it.



Saves the video in the location you selected in step 2.



Deletes the video.



Opens a dialog box where you can select how you want to send the video: Messaging, Bluetooth, or Email. The receiving device must support the method you select and video messages.







Opens a dialog box where you can adjust the volume during playback.

**TIP** During playback, tap and drag the **progress indicator** bar to jump to a different section of the video. Select **Pause** to pause video playback.

### Customizing your Camera settings

You can customize the built-in camera's settings for your Centro.

- 1 Press **Applications**  and select **Camera**  or **Camcorder** .
- 2 Press **Menu** . If you are in Camera View, the Photo Settings screen appears. If you are in Camcorder View, the Video Settings screen appears.
- 3 Set any of the following preferences:

**Effects:** Sets the color palette for the current picture or video. You cannot change an item's palette after you take the picture or video.

**Prompt sound:** (Pictures only) Sets the sound that plays before you take the picture.

**Shutter sound:** Determines whether a sound plays when you take a picture.

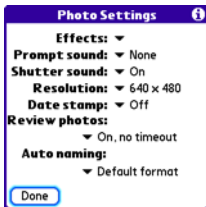
**Microphone:** (Videos only) Turns the microphone on and off so that you can record videos with or without sound.

**Resolution:** Sets the default size for newly captured pictures or videos.

**Date stamp:** (Pictures only) Determines whether the date the picture is taken appears on your pictures.

**Review photos/videos:** Determines whether you can review pictures or videos before saving them and how quickly they are automatically saved.

**Auto naming:** Assigns a name to a series of pictures to be captured, such as Seattle001, Seattle002, and so on.





4 Select **Done**.

## Pictures & Videos



### Viewing a picture

In addition to viewing the pictures you capture with the built-in camera, you can view pictures captured on many popular digital cameras or downloaded from the Internet. Your Centro supports the following picture formats:



- JPG
- TIF
- BMP
- GIF

- 1 Press **Applications**  and select **Pics&Videos** .
- 2 Select the album that contains the picture you want to see.

**TIP** To view an album from an expansion card, insert the card and select the album from the Album list. If the items on the card are not grouped into albums, select the card name from the list.

- 3 Select the picture you want to view.
- 4 Press **Right**  or **Left**  to scroll to the next item in the album.

**DID YOU KNOW?** To see the outer edges of a picture that may not be visible, use the stylus to tap and drag the picture in any direction.



- 5 If the picture has a voice caption, select  to hear it.
- 6 Tap the picture or press **Center**  to return to Thumbnail View.

**TIP** In Thumbnail View, you can group photos or videos to more easily locate them. Select one of the grouping options from the View menu.






## Viewing a video

In addition to viewing the videos you capture with the built-in camcorder, you can view videos captured on many popular digital cameras. You can also play the audio portion of multimedia files. Your Centro supports the following types of video files:

- 3GP (with H.263 video and AMR audio)
- 3G2 (with MPEG-4 video and QCELP audio)
- MP4 (with MPEG-4/H.264 video and MP3/AAC/AAC+ audio)
- MPG (with MPEG-1 video and MPEG-1 audio)
- M4V (with MPEG-4/H.264 video and MP3/AAC/AAC+ audio)
- ASF (with MPEG-4 video and IMA-ADPCM audio)
- AVI (with MJPEG video and PCM audio)






- 1 Press **Applications**  and select **Pics&Videos** .
- 2 Select the album that contains the video you want to see.
- 3 Select the video you want to view. Playback begins automatically.



- 4 Hold down **Right**  or **Left**  to seek within the current video, or press **Right**  or **Left**  to scroll to the next item in the album.
- 5 Press **Center**  to return to Thumbnail View.

**DID YOU KNOW?** If you pause video playback and then close the video, the video starts where you left off the next time you play it.


### Viewing a slide show

- 1 Press **Applications**  and select **Pics&Videos** .
- 2 Select the album you want to view.
- 3 Press **Menu** , select **Options**, and then select **Auto-hide Toolbar Off** if you want to see the toolbar.
- 4 Press **Space**  to start the slide show.
- 5 Press **Center**  to return to the previous view.

**TIP** To set slide show options such as background music and transitions, open the **Options** menu and select **Slideshow Setting**. Keep in mind that background music overrides audio captions when you're running a slide show. Background music for a slide show also overrides any music that might be playing using the Pocket Tunes™ Deluxe application on your Centro.

### Sending pictures or videos

You can send pictures or videos to an email address or to other devices that support picture and video messaging.

- 1 From the Album list, select the album that contains the picture(s) or video(s) you want to send.
- 2 Select **Send** .
- 3 Select the pictures or videos to send, or select **Select All** to send the entire album. (A plus sign **[+]** appears next to selected items.)


**DID YOU KNOW?** You cannot send copyrighted pictures or videos that appear with a Lock icon in Thumbnail View or in the Picture list.

4 Select **Send**.

- 5 Select how you want to send the picture or video: **Messaging**, **Bluetooth**, or **Email**.

### Copying a picture or video

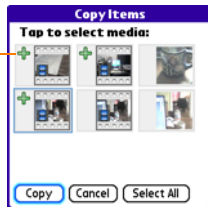
You can copy pictures or videos into another album. You can also copy pictures and videos between your Centro and an expansion card.

- 1 From the Album list, select the album that contains the picture(s) or video(s) you want to copy.
- 2 Press **Menu** .
- 3 Select **Copy to** from the **Photo** (or **Video**) menu.
- 4 Select the pictures or videos to copy, or select **Select All** to copy the entire

album. (A **+** appears next to selected items.)

5 Select **Copy**.

- 6 Select the **Copy items to** pick list and select whether you want to copy the selected items to your device or to an expansion card.




Indicates that a picture is selected

- 7 Select the **Into album** pick list and select the album you want to copy the selected items to.
- 8 Select **Copy**.

**TIP** You can also move pictures and videos between albums. Open the **Photo** (or **Video**) menu and select **Move to**. The remaining steps are the same as those for copying pictures, but use the Move commands instead of the Copy commands.

## Organizing pictures and videos

- 1 Open the album you want to organize.
- 2 Press **Menu** .
- 3 Select **Album**, and then select **Add to album** or **Remove from album**.
- 4 Select the pictures or videos to add or remove, or select **Select All** to add or remove the entire album. (A plus sign indicates that you want to add the item. An X indicates that you want to remove the item.)
- 5 Select **Add** or **Remove**.


**DID YOU KNOW?** You can also open the Album list from Camera View or Camcorder View by selecting the icon in the lower-left corner.

**TIP** Install the Palm® Files application from the Getting Started CD to easily browse and manage files on an expansion card.


**TIP** To change the name, add a caption, or view other picture or video information, highlight (or open) the item, open the **Photo** (or **Video**) menu, and select **Details**.

## Saving a picture as wallpaper


You can select a picture to use as wallpaper for the Main tab in the Phone application.

- 1 Display the picture you want to save as wallpaper.
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Save as Wallpaper**.
- 4 When the confirmation message appears, confirm by selecting **Yes**, or decline by selecting **No**.


## Adding a picture to a contact entry

- 1 Display the picture you want to add to a contact.
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Save as Contact**.
- 4 Select the contact you want to add this picture to.

## Rotating a picture

- 1 Display the picture you want to rotate.
- 2 Press **Menu** .
- 3 Select **Rotate** from the **Photo** menu.
- 4 Select the orientation.

## Deleting a picture or video

- 1 Open the album that contains the picture(s) or video(s) you want to delete.
- 2 Press **Menu** .
- 3 Select **Delete** from the **Photo** (or **Video**) menu.
- 4 Select the pictures or videos that you want to delete, or select **Select All** to delete the entire album. (An X appears next to selected items.)
- 5 Select **Delete**.
- 6 Select **Delete** to confirm the deletion.

**TIP** You can also highlight a picture or video in Thumbnail View, and then press **Backspace** to delete the highlighted item.

## Viewing pictures and videos on your computer

When you synchronize your Centro, your pictures and videos are copied to your desktop computer. You can view pictures in JPG format and videos in MPEG-4 format (3G2 file extension). You can email them to friends using your desktop email application.

**BEFORE YOU BEGIN** To use your computer to view and edit videos you captured on your Centro, you must first install QuickTime from the Getting Started CD.

On a Windows computer, you can view and edit synchronized pictures and videos in the Palm Media desktop application. Open Palm® Desktop software and click the **Media** icon. You can refer to the Palm Desktop Online Help for information about using the Palm Media desktop application.

## Pocket Tunes™ Deluxe

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You can listen to music through the speaker on the back of your Centro or through a stereo headset or headphones (stereo headphone adapter or 2.5mm stereo headphone or headset required, sold separately). To listen to music on your Centro, transfer the music files to your Centro or an expansion card. After you

transfer the music files, you can play them using Pocket Tunes™ Deluxe on your Centro. Pocket Tunes Deluxe can also be found under the name *Music Player*. (See [Exploring AT&T Music](#).)

Pocket Tunes Deluxe supports MP3, WMA, Protected WMA, AAC, and AAC+ files; you can transfer these file types to your device. For more information about Pocket Tunes Deluxe, go to [pocket-tunes.com/userguide/en/](http://pocket-tunes.com/userguide/en/).

**DID YOU KNOW?** If a call comes in when you're listening to music, you can take the call and the music pauses automatically. After you finish the call, the music starts again.



### Transferring music files from your computer

If your music files are already on your computer's hard drive, you just need to transfer them onto your Centro to listen to them with Pocket Tunes Deluxe.

If an expansion card is inserted into the Centro, Windows Media Player copies the music files to the expansion card. If you don't have an expansion card inserted, the music files are copied to your Centro.

If album art is available, it appears in a corner of the Pocket Tunes Deluxe display. When you select the album art, it expands to fill the screen. Select the album art again to return it to a corner of the screen.

**BEFORE YOU BEGIN** On a Mac, you need a microSD expansion card (sold separately) to listen to music on your Centro. You cannot transfer music files from your Mac directly onto your Centro.

- 1 Connect your Centro to your computer with the USB sync cable.
- 2 On your Centro, press **Applications**  and select **pTunes** .
- 3 If you are transferring music files from a Mac, insert an expansion card into your Centro. This step is optional for Windows users.
- 4 Do one of the following:

**Windows:** Open Windows Media Player on your computer. Select the **Sync** tab, and select **Set Up Sync**. Select **Finish**. In the **Sync** tab, select the files and play lists you want to sync

manually. Select **Start Sync**. The files are transferred to your Centro.

**NOTE** Do not press the sync button on your cable. Windows Media Player transfers the files, so there's no need to do anything.

**Mac:** Drag and drop the files onto the **Send To Handheld** droplet in the **Palm** folder. Select your device name, the file name, and the destination (card). Click **OK**. Synchronize your Centro with your computer. Be patient; transferring music to an expansion card can take several minutes.



**TIP** You can also use a card reader accessory (sold separately) to transfer music files from your computer to your expansion card. Create a **Music\_Audio** folder in the root directory of the card, and store your music files in this folder.

## Transferring music from a CD to your Centro

### WINDOWS ONLY



- 1 On your computer, open Windows Media Player.
- 2 Insert the music CD into your computer's CD drive.
- 3 Select the **Rip** tab.
- 4 Select **Rip Music**.
- 5 Transfer files to your Centro as described in [Transferring music files from your computer](#).

### MAC ONLY

- 1 On your Mac, open iTunes.
- 2 Insert the music CD into the CD drive on your Mac.
- 3 Click the **Import** button in the upper-right corner of the iTunes window.
- 4 When the songs have been imported, click the **Eject Disk** button in the lower-right corner of the iTunes window.
- 5 Transfer the files to your Centro as described in [Transferring music files from your computer](#).


## Listening to music on your Centro

**CAUTION** Protect your hearing. Listening to this device at full volume for a long period of time can damage your hearing.


- 1 Make sure the **Ringer switch** is set to **Sound On**. See [Silencing sounds](#) for more information.
- 2 Press **Applications**  and select **PTunes** .


**TIP** You can change the settings on your Centro so that pressing and holding the **Side** button opens Pocket Tunes Deluxe. See [Reassigning buttons](#) for details.

- 3 Use the **5-way**  to access any of the following icons:

 **Play:** Plays or resumes playback of the current song.

 **Next song:** Plays the next song.

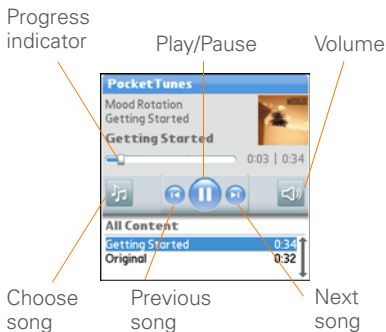
 **Previous song:** Plays the previous song.


 **Choose song:** Displays a list of songs to choose from.

 **Pause:** Pauses playback.

**DID YOU KNOW?** You can also press **Space** to pause and resume playback, as well as use the **5-way** to navigate among songs or pause and resume playback.

**NOTE** To adjust the volume during playback, press the **Volume** button on the side of your Centro.






Pocket Tunes Deluxe continues playing until it reaches the end of your list or until you select **Pause** . Music continues to play even if you switch to another application or turn off your screen. If you want to stop playing music when you exit

Pocket Tunes Deluxe, open the **Background Prefs** menu and uncheck the **Enable background play** box, and then select **OK**.

### Creating a playlist

If you want to play a group of songs in a particular order, you can create a playlist.




- 1 Press **Applications**  and select **pTunes** .
- 2 Press **Menu** .
- 3 Select **Actions**, and then select **Manage Playlists**.
- 4 Select **New**, and then enter a name for the playlist.
- 5 Select **Add Song**. Select the songs you want to include on the playlist.



- 6 Select **Save List**.

**TIP** To play songs from a playlist, open **Pocket Tunes**, select **Choose Songs**, and then select **Playlists**. Select the playlist you want to play, and then select **All**.

### Editing a playlist

- 1 Press **Applications**  and select **pTunes** .
- 2 Press **Menu** .
- 3 Select **Actions**, and then select **Manage Playlists**.
- 4 Highlight a playlist, and then select **Edit**.
- 5 Do any of the following:
  - To delete a song from the playlist, select the song and then select **Remove**.
  - To add a song, select **Add Song**, select the songs you want to add, and then select **OK**.
  - To move a song up or down one slot, select a song and then select **Up** or **Down**.
- 6 Select **Save List**.



**TIP** To delete a playlist, select **Manage Playlists** from the **Actions** menu, select the playlist, and then select **Delete**. Select **Yes** to confirm the deletion.





# Your personal information organizer

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Say good-bye to paper calendars and throw away those scribbled to-do lists. Your Palm® Centro™ smart device is all you need to organize your personal information and keep it with you wherever you go.

You never lose your information, even if your battery is completely drained. All your personal info is backed up each time you synchronize, and your info is kept private when you use the security features on your Centro. Also, you can easily share info with others electronically.

## Benefits

- Track current, future, and past appointments
- Make to-do lists that get done
- Set reminders for appointments, birthdays, important tasks, and more
- Before you call your friend in London, check the time

## In this chapter

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Calendar . . . . .	189
World Clock . . . . .	196
Tasks . . . . .	198

## Calendar

Calendar is a powerful organizer application that helps you manage your schedule. You can view your calendar by day, week, or month, or as an agenda list that combines your Tasks list and email notifications with your appointments. Schedule repeating meetings or a block of vacation time by creating an event that repeats at an interval you specify. Color-code your appointments by category and add notes with helpful information.

**DID YOU KNOW?** If your company uses Microsoft Exchange Server 2003, you may be able to wirelessly synchronize Calendar events directly with the server. See [Working with Microsoft Exchange ActiveSync@](#) for information.

### Displaying your calendar

Press **Calendar**  repeatedly to cycle through the various views:

**Agenda View:** Shows your daily schedule, the number of unread email messages, and any items on your Tasks list that are

overdue or due today. If there's room, Agenda View also lists events on future dates.


**Day View:** Shows your daily schedule one day at a time.

**Week View:** Shows your schedule for an entire week. The time frames are based on the Start Time and End Time settings in Calendar Preferences.

**Month View:** Shows your schedule for a whole month.




In most Calendar views, you can do the following:

- Open the **Options** menu and select **Year View** to view a calendar for an entire year.
- Use the **5-way**  to go to another day, week, month, or year—based on the current view. (Not available in Agenda View.)

- Select **Go To**, and then select a date from the calendar. (Not available in Agenda View.)

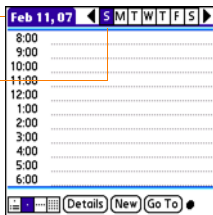
### Creating an event

**TIP** If you have several appointments to enter, it's more efficient to use Palm® Desktop software or Microsoft Outlook on your computer and then synchronize your Centro with your computer. For more information, see [Synchronizing information—the basics](#).

- 1 Press **Calendar**  until Day View appears.
- 2 Select **Go To** and then select the desired day.

Selected date

Selected day



- 3 Select **New**.

- 4 Using the keyboard, enter a starting hour and minute for the event, such as 5:45 for 5:45.
- 5 Select the **End Time** box and enter the ending hour and minute for the event.
- 6 To assign a time zone to the event, select the **Time Zone** pick list and select a city in the time zone you want.
- 7 Select **OK**.
- 8 Enter a description for the event.

**IMPORTANT** If you use Palm Desktop software, do not add time zones to your events. Palm Desktop does not support time zones.

If you use Microsoft Outlook, you can use the time zone feature, but you must install the conduit that came with your Centro (or a subsequent update) on all the computers with which you sync your Centro. Chapura PocketMirror and other earlier Microsoft Outlook conduits do not support time zones.

**TIP** To automatically assign a time zone to your events, open the **Options** menu, select **Preferences**, and check the **New events use time zones** box. All your new events will be assigned to your local time zone (existing events aren't affected), and you can change the time zone setting for individual events.

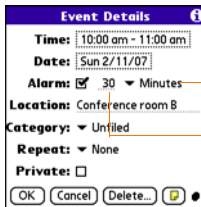
**TIP** If you want your events with time zones to stay at the same time in Calendar, regardless of the time zone you are in, go to Date & Time Preferences, select the **Automatically set** pick list, and select **Date and time**. If you select **Date, time and time zone**, the event time shifts if you travel to a different time zone. See [Setting the date and time](#) for information.

### Adding an alarm to an event

- 1 In Calendar, select the event.
- 2 Select **Details**.
- 3 Check the **Alarm** box and select the number of minutes, hours, or days before the event you would like to receive the alarm.

**TIP** The alarm for untimed events is defined by minutes, days, or hours before midnight of the date of the event.

- 4 Select **OK**.




Type of time units

Number of time units

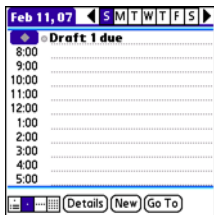
**DID YOU KNOW?** When an alarm occurs, the Alert dialog box displays all your pending alerts. Select an alert description to jump to that item, or check the box to clear that alert.

### Creating an untimed event

An untimed event, such as a holiday or deadline, does not occur at a particular time.

- 1 Press **Calendar**  until you are in Day View.
- 2 Press **Left** ◀ or **Right** ▶ to go to the date of the event.
- 3 Make sure no times are highlighted.

- 4 Enter a description for the event. A diamond appears next to the description of an untimed event.



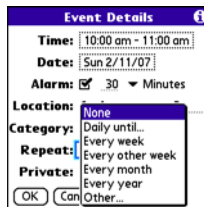
### Scheduling a repeating event

**TIP** To enter a birthday or anniversary, add this info to the person's Contacts entry and it automatically appears in your Calendar.

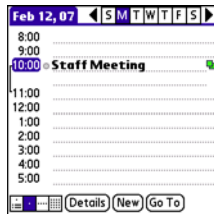
**TIP** To enter a holiday, create an untimed event. Then, from the Details screen, select **Every year** as the repeat interval.

- 1 Create an event, and then select it.
- 2 Select **Details**.
- 3 Select the **Repeat** pick list, and then select a repeat interval. If the interval you need doesn't appear on the list,

select **Other** to define a custom interval.



- 4 Select **OK**.



Repeating event

**DID YOU KNOW?** If you sync with Microsoft Outlook and your events include other people, a With field appears in the Details dialog box and your attendee info appears in this field after you sync.



## Color-coding your schedule

Use color-coding to quickly spot various types of events. For example, make appointments with family green, co-workers blue, and friends red. Follow these steps to create a category and assign it a color code.

- 1 In Day View, select an event description or select an empty time slot.
- 2 Select **Details**.
- 3 Select the **Category** pick list and select **Edit Categories**.
- 4 Do one of the following:
  - To create a new category, select **New** and then enter a category name.
  - To add a color to an existing category, select a category and select **Edit**.
- 5 Select the color you want to give this category, and then select **OK**.
- 6 (Optional) Repeat steps 4 and 5 to add or edit more categories.
- 7 Select **OK** two more times.

Now that the categories are set up with colors, you can assign categories to your events to color-code them. See the next section for details.


## Changing or deleting an event

- 1 Select the event you want to edit or delete.
- 2 Select **Details**.
- 3 In addition to the settings covered earlier in this chapter, you can also change any of the following settings:

**Date and Time:** Displays when the event takes place. Change these settings to reschedule the event.

**Location:** Provides a description of where the event takes place.

**Category:** Sets the color-coded category for this event.


**Note** : Provides space for you to enter additional text.

**Delete:** Removes the event from your calendar.

- 4 Select **OK**.

**TIP** To save memory, you can purge your old events. Open the **Record** menu and select **Purge**. Select the **Delete events older than** pick list and select a time frame. Select **OK**.

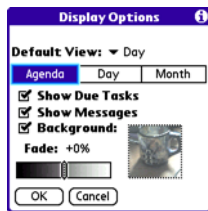
## Customizing display options for your calendar

- 1 Press **Menu** .
- 2 Select **Options**, and then select **Display Options**.
- 3 Select the **Default View** pick list and select the view you want to see when you open Calendar.
- 4 Select **Agenda** and set any of the following options:

**Show Due Tasks:** The tasks that are due today and the tasks that are overdue appear in Agenda View.

**Show Messages:** The number of read and unread email messages is displayed in Agenda View.

**Background:** A favorite photo becomes the Agenda View background. Check the **Background** box, select the image placeholder, and then select a photo. Adjust the fade setting so that the text is easy to read against the photo.



- 5 Select **Day** and set any of the following options:

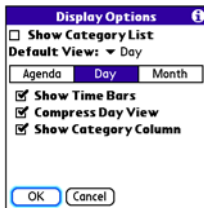
**Show Category List:** The Category pick list appears in Day View.

**Show Time Bars:** The time bars appear in Day View to show the duration of an event and to illustrate event conflicts.

**Compress Day View:** When this box is unchecked, all time slots appear on the screen. When this box is checked, start and end times appear for each event, but blank time slots near the bottom of the screen disappear to minimize scrolling.

**Show Category Column:** The color-coded category marker appears between the time and the description to

indicate under which category the event is filed.



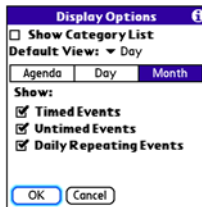
- 6 Select **Month** and set any of the following options:

**Show Category List:** The Category pick list appears in Month View.

**Timed Events:** The events that are scheduled for a specific time appear in Month View.

**Untimed Events:** The events that are scheduled for a specific date but not a specific time appear in Month View.

**Daily Repeating Events:** The events that repeat every day appear in Month View.



- 7 Select **OK**.

**TIP** You can customize your Centro to display the most current Calendar event in the Main tab in the Phone application. Press **Phone**, open the **Options** menu, and then select **Phone Display Options**. Check the **Show Calendar event** box.

### Selecting alarm tones

- 1 Press **Menu** (☰).
- 2 Select **Options**, and then select **Sound Preferences**.
- 3 Select the **Application** pick list and select **Calendar**.
- 4 Select the **Volume** pick list and select the volume level.

- 5 Select the **Vibrate** pick list and select when you want your Centro to vibrate for an event alarm.
- 6 Select **tones** from any of the following pick lists:

**Alarm Sound:** The tone that plays the first time your alarm goes off.

**Reminder Sound:** The tone that plays if an alarm is not acknowledged and the alarm repeats itself.

**Repeat:** The number of times the alarm repeats itself if the alarm is not acknowledged.

**Default Alarm:** A default amount of time before the event for which the alarm goes off.



- 7 Select **Done**.

**TIP** You can also record sounds and use them as alarms. Select **Manage** on the Sound & Alerts Preferences screen.

- To record a sound, select **New**.
- To play a sound, select it and press **Center** on the 5-way.
- To delete a sound, select it and press **Backspace**.
- To send a sound, select it and then select **Send**.

**DID YOU KNOW?** Your Centro includes a silent alarm that can vibrate even when the Ringer switch is set to Sound Off.

## World Clock

World Clock displays the day and time in three cities anywhere around the globe. Whether you're traveling or staying home, it's easy to keep track of the best time to reach your business associates, friends, and family in faraway places.



## Selecting cities

World Clock shows the system date and time above the world map. If you selected the option to get the date and time from the mobile network (see [Setting the date and time](#)), the AT&T network automatically updates the time display to match the local time when you travel.

**TIP** If you did not select the option to get the date and time from the mobile network, you can set the city at the top of the screen to a fixed location.

Below the world map, you can view the time in two other cities.

**TIP** If you travel a lot, you may want to select your home city as one of these two cities, so that you always know what time it is at home.

- 1 Press **Applications**  and select **World Clock** .
- 2 Select a **City** pick list, and select a city in the same time zone.



**DID YOU KNOW?** You can run your stylus over the map to see the time in other cities. The shadow over the map represents nighttime moving across the globe.

**TIP** World Clock does not automatically update the system time for daylight-saving time. To change the Daylight Savings Time setting, see [Setting the date and time](#).

## Adding cities

If the city you want to display is not in the predefined list, you can add it.

- 1 Select a **City** pick list and select **Edit List**.
- 2 Select **Add**.
- 3 Select a location in the same time zone as the city you want to add, and then select **OK**.

- 4 Enter the name of the city.
- 5 Select **Location**, select **Map**, select the location of the city, and then select **OK**.
- 6 If the city is not on daylight-saving time, uncheck this box. If daylight-saving time is observed, enter **Start** and **End** dates.
- 7 Select **OK**, and then select **Done**.

### Setting an alarm

The next time you travel, don't rely on a hotel alarm clock to get you to that important meeting. Use your Centro instead. World Clock includes a built-in alarm feature that you can use as a travel alarm.

- 1 Select **Off** in the upper-right corner.
- 2 Select the time you want the alarm to sound.
- 3 Select **OK**.



**TIP** To customize the alarm sound and volume, open the **Options** menu and select **Alarm Preferences**.

**TIP** Make sure the **Ringer switch** is set to **Sound On**, so that you can hear the alarm.


## Tasks

You can use Tasks to remind you of tasks you need to complete and to keep a record of when you finish tasks.

### Adding a task

- 1 Press **Applications**  and select **Tasks** .
- 2 Select **New** to create a new task.

Tasks	All	Date	Category
<input type="checkbox"/> 1 Renew passport		2/12	
<input type="checkbox"/> 1 Pick up dry cleaning		2/13	
<input type="checkbox"/> 1 Reserve rental car		2/14	
<input type="checkbox"/> 1 Distribute meeting notes		2/16	
<input type="checkbox"/> 2 Buy tennis balls		-	
<input type="checkbox"/> 2 Send CD to Sally		-	
<input checked="" type="checkbox"/> 2		-	

**New** **Details...** 

- 3 Enter a description of the task. The text can be longer than one line.

### Setting task priority, due date, and other details

The Details dialog box enables you to assign a priority level, due date, category, privacy flag, and other details for each task.

- 1 Select the task to which you want to assign details.
- 2 Select **Details**.
- 3 Set any of the following:
  - Priority:** Select the priority number for this task (1 is the most important). Later you can arrange your tasks based on the importance of each task.

**TIP** You can also select the priority from the Tasks list by selecting the number next to a task and then selecting a priority level.

**Category:** Assign the task to a specific category.

**Due Date:** Select the **Due Date** pick list and select a due date for the task.


**TIP** If you turn on the Show Due Dates option in the Tasks Preferences screen, you can select the due date in the Tasks list to set a new date.

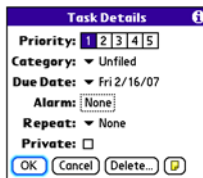
**Alarm:** Set an alarm for this task.

**Repeat:** Indicate whether the task occurs at regular intervals and how often it repeats. When you check off a

repeating task, the next instance of this task automatically appears in your task list.

**Private:** Check this box to mark this task private. See [Working with private entries](#) for additional information.


: Select this button to enter additional text that you want to associate with the task.



- 4 Select **OK**.

**TIP** Press **Menu** to access other features such as importing phone numbers into the Tasks list.

### Checking off a task

- 1 Select the task you want to check off.
- 2 Press **Center**  or tap in the box to check off the task.



**TIP** If you accidentally check off a task and need to uncheck it, highlight the task again and press **Center** on the 5-way to uncheck it.

**TIP** You can set Tasks to record the date that you completed a task, and you can select to show or hide completed tasks. Completed tasks remain in the memory of your Centro until you purge them.

**DID YOU KNOW?** Overdue tasks have an exclamation point (!) next to the due date.

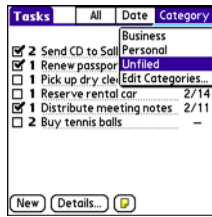
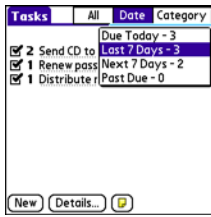
## Organizing your tasks

In the Tasks list, select one of these options:

**All:** Displays all your tasks.


**Date:** Displays tasks that are due in a specific time frame. With **Date** selected, press **Down** ▼ to select the pick list, and then press **Center** ○ to see the various options: **Due Today**, **Last 7 Days**, **Next 7 Days**, or **Past Due**.

**Category:** Displays tasks that are assigned to the selected category. Select the **Category** pick list to select a different category.






## Deleting a task

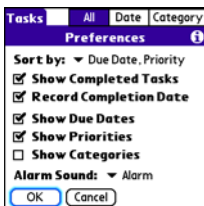
- 1 Select the task you want to delete.
- 2 Press **Menu** .
- 3 Select **Delete Task** from the **Record** menu.
- 4 Select **OK**.

**TIP** To save memory, you can purge all completed tasks. Open the **Record** menu and select **Purge**. Select **OK**.

## Customizing Tasks

The Tasks Preferences screen enables you to control the appearance of the Tasks list screen.

- 1 In the Tasks list screen, press **Menu** .



- 2 Select **Options**, and then select **Preferences**.
- 3 Set any of the following preferences:
  - Sort by:** Indicates the order in which your tasks appear in the list.

**Show Completed Tasks:** Displays tasks you've checked off.

**Record Completion Date:** Replaces the due date with the completion date when you complete (check off) the task.

**Show Due Dates:** Displays task due dates and inserts an exclamation point (!) next to overdue tasks.

**Show Priorities:** Displays the priority setting for each task.

**Show Categories:** Displays the category for each task.

**Alarm Sound:** Sets the sound for the alarms you assign to your tasks.

- 4 Select **OK**.

**DID YOU KNOW?** You can display your tasks in your calendar. See [Customizing display options for your calendar](#) for details.





# Your memos and documents

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With its ability to store large amounts of important information, your Palm® Centro™ smart device lets you take your office with you—including your Microsoft Office and PDF files. You can keep updated copies of the files on both your Centro and your computer so that you can work on them in the most convenient location any time.

Leave your note pad and voice recorder at home. Use Memos to type notes. Use Voice Memo to record notes, agenda items, and other important thoughts, and play them back, right on your Centro. You can even send your notes and voice memos to a friend or colleague by attaching them to an email or multimedia message.

## Benefits

- Manage Word, Excel®, PowerPoint, and PDF files on your Centro
- Capture thoughts on the fly
- Improve productivity by taking important docs, spreadsheets, and presentations with you

## In this chapter

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Documents To Go® Professional . . . . .	205
Memos . . . . .	206
Voice Memo . . . . .	207

## Documents To Go<sup>®</sup> Professional

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**NOTE** The Getting Started CD includes a link to the Documents To Go<sup>®</sup> desktop software. On your Centro, the companion for Documents To Go is named Documents and it's already installed on your Centro.

With the Documents application, you can take your important office info with you. You can carry, create, view, and edit Microsoft Word and Excel files directly on your Centro. You can also view, carry, and manage PowerPoint and PDF files. For example, you can open email attachments, files you download with the web browser, and files stored on an expansion card—as long as the files are in a supported format.

**NOTE** The version of Documents To Go that comes with your Centro supports viewing of Microsoft Office 2007 documents. To edit Office 2007 files on your Centro, you must save the files in Office 2003 format. For information about

an upgrade that supports Office 2007, go to [dataviz.com/office2007](http://dataviz.com/office2007) (additional fees may apply).

If you install the Documents To Go desktop software (from the Getting Started CD), you can use Documents To Go to transfer files from your computer to your Centro when you synchronize.

Here are a few more examples of what you can do with Documents:

- Send and receive email attachments in Word, Excel, PowerPoint, and Acrobat file formats (DOC, XLS, PPT, and PDF).
- View Word, Excel, PowerPoint, and Acrobat files (DOC, XLS, PPT, and PDF).
- Create or edit a Word-compatible document or Excel-compatible spreadsheet on your Centro, and then save it in the native DOC or XLS format.
- Create a PowerPoint presentation on your computer, use the Documents To Go desktop application to optimize the file for your Centro, and then sync the file onto your Centro to view it on the go.

**NOTE** The Documents application does not support some editing functions, such as multiple font sizes and spell checking.

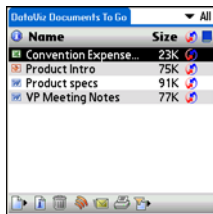
**TIP** For more info on the Documents application on your Centro, go to [dataviz.com](http://dataviz.com). If you installed the desktop application from the Getting Started CD, you can also click the **Documents To Go** icon on your computer, and then click **Help**.

**TIP** Install the **Files** application from the Getting Started CD to easily browse and manage files on an expansion card.

## Opening a document

In the Documents application, you can view and open any Word, Excel, PowerPoint, or Acrobat (PDF) file on your Centro or on an expansion card that is inserted into the expansion slot.

- 1 Press **Applications**  and select **Documents** .



- 2 Select the document you want from the list.



**TIP** When you work on a file on your Centro, you can save it to your Centro or to an expansion card. Open the **File** menu, select **Save As**, and then select the location where you want to save the file.

## Memos

Memos are a great way to store notes on your Centro.

**DID YOU KNOW?** Each memo can include 4,096 characters of text.


## Creating a memo

- 1 Press **Applications**  and select **Memos** .
- 2 Enter the text you want to appear in the memo.
- 3 Select **Done**.



**TIP** You can assign categories to your memos. Open the memo you want to change, select the **category** pick list at the top of the screen, and select a category.

## Deleting a memo





- 1 Open the memo you want to delete.
- 2 Press **Menu** .
- 3 Select **Delete Memo** from the **Record** menu.
- 4 Select **OK**.

## Voice Memo


Voice Memo provides a place for you to record and play back notes and other important thoughts directly on your Centro.

### Creating a voice memo

When recording a voice memo, hold your Centro with the screen facing you while you're speaking.

- 1 Press **Applications**  and select **Voice Memo** .
- 2 Select  and begin speaking to record your memo.
- 3 When you are finished recording, select .

The memo is automatically saved to your Centro.




- 4 (Optional) Press **Menu**  and select **Rename Memo** from the **Voice Memo** menu. Enter a title for the memo.

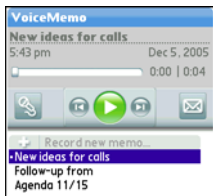
**TIP** If you are not using Push to Talk, you can reassign the Side button to start recording in Voice Memo. See [Reassigning buttons](#).

**TIP** If you need to pause while recording, press and hold **Center** on the 5-way. Release the button to resume recording.

**DID YOU KNOW?** You can use a voice memo as a ringtone. Highlight the voice memo in the list, open the **Voice Memo** menu, and then select **Copy to Ringtone**.

### Listening to a voice memo

- 1 Press **Applications**  and select **Voice Memo** .
- 2 In the Voice Memo list, navigate to the voice memo title and then press **Center**  to select it. The voice memo begins to play.



- 3 Press **Center**  to pause or stop playback.

**TIP** To adjust the volume level, press the **Volume** button on the side of your Centro.

**TIP** To change a voice memo title, open the **Voice Memo** menu and select **Rename Memo**.

**DID YOU KNOW?** You can send a voice memo in an email or MMS message (see the documentation for your email application, or [Creating and sending a multimedia message](#)). You can also use Bluetooth® wireless technology to send a voice memo to a nearby Bluetooth device (see [Sending info over a Bluetooth wireless connection](#)).





# Your application and info management tools

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Synchronization is a great way to transfer, update, and back up info on your Palm® Centro™ smart device. Synchronizing simply means that info you entered or updated in one place (your Centro or your computer) is automatically updated in the other. There's no need to enter info twice.

Expansion cards (sold separately) provide a compact and limitless storage solution. When one card becomes full, simply use another card to carry your extra music and video clips and to install and run games and other software, from dictionaries to travel guides.

## Benefits

- Locate info in your applications with the Find feature
- Install applications, games, and other software
- Quickly enter, update, and protect your info on your computer and your Centro
- Store, carry, and exchange info

## In this chapter



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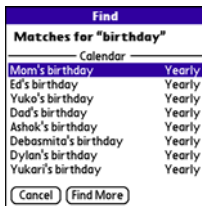
Using Find . . . . .	211
Viewing and using the alerts . . . . .	211
Calculator . . . . .	212
Installing applications . . . . .	214
Removing applications . . . . .	216
Viewing application info . . . . .	218
Sending information with Bluetooth® wireless technology . . . . .	218
Beaming information . . . . .	221
Synchronizing information—advanced . . . . .	223
Using expansion cards . . . . .	229

## Using Find

The Find feature locates any text in the built-in applications and databases and in some third-party applications. The Find feature searches for the group of characters you specify, including characters that are part of a word. Find is not case-sensitive.



**DID YOU KNOW?** Find locates any word that begins with the text you enter. For example, entering “plane” finds “planet” but not “airplane.”

- 1 Press **Option** , and then press **Shift/Find**  to open the Find dialog box.
- 2 Enter the text you want to find.
- 3 Select **OK** to start the search.
- 4 In the search results, select the text you want to review, or select **Find More** to continue the search.



## Viewing and using the alerts

The Alert dialog box on your Centro shows info about incoming items, such as new messages and Calendar events. An alert also notifies you when you miss a phone call.

To view the Alert dialog box, tap the blinking bell  with your stylus when it appears in the upper-left corner of any screen, or press and hold **Center**  when the blinking bell appears.



In the Alert dialog box, you can do any of the following:


- Check the box next to the alert to remove it from the list.
- Select the alert to open the corresponding application and view the alert item (message, event, missed call, and so on).
- Select **Done** to close the Alert dialog box. The alert remains active and the bell continues to blink in the upper-left corner of the screen.
- Select **Clear All** to delete all alerts in the Alert dialog box.

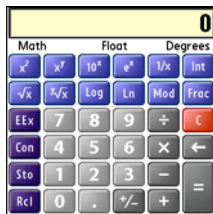
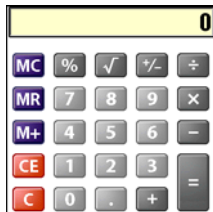
## Calculator

Calculator includes a basic calculator, plus an advanced calculator with scientific, financial, and conversion functions.

### Switching between Basic and Advanced Calculator Modes

- 1 Press **Applications**  and select **Calc** .


- 2 Press **Menu** .
- 3 Select **Options**, and then select **Advanced Mode** or **Basic Mode**.



**TIP** In Basic Mode, you can also press **Right** on the 5-way to switch to Advanced Mode. In Advanced Mode, press **Right** on the 5-way to cycle between functions, and press **Left** on the 5-way to return to Basic Mode.

**DO YOU KNOW?** You can tap the onscreen number pad or use the keyboard to input numbers.

## Selecting functions in Advanced Calculator Mode

- 1 Switch to **Advanced Mode** (see the preceding procedure).
- 2 Press **Menu** .
- 3 Select **Options**, and then select the type of function you want to use:

**Math:** Advanced mathematical functions such as exponents, roots, and logarithms.

**Trig:** Trigonometric functions such as sine, cosine, tangent, and variants.

**Finance:** Financial calculator functions such as APR and amortization.

**Logic:** Hexadecimal characters in keypad, plus logic functions such as And, Not, Or, and Xor.



**Statistics:** Statistical functions such as sum, factorial, and random number generator.

**Weight/Tmp:** Weight and temperature conversions for metric and English values.

**Length:** Length conversions for metric and English values.

**Area:** Area conversions for metric, traditional, and English values.

**Volume:** Volume conversions for metric and English values.

- 4 Press **Menu** .
- 5 Select **Pref**, and then select the decimal display format: **Float**, **Fixed(x)**, **Sci(x)**, or **Eng(x)**.
- 6 Press **Menu** .
- 7 Select **Pref**, and then select the number display format: **Degrees**, **Radians**, or **Grads**.

**TIP** Select **Sto** to store a number in one of ten memory slots. Select **Rcl** to recall a stored number.

**TIP** Select **Con** to access a list of mathematical constants such as Avogadro's number or the speed of light.

## Installing applications



Your Centro comes with several built-in and ready-to-use applications. You can also install additional applications, such as business software, games, and more. The Getting Started CD includes several bonus software apps, and you can purchase other third-party Palm OS® by ACCESS apps as well. To learn about applications you can add to your Centro, go to [go.palm.com/centro-att/](http://go.palm.com/centro-att/).

**NOTE** The instructions in this section tell you how to install basic PRC (Palm OS application) and PDB (Palm OS database) files on your Centro. Some Palm OS software uses an installer or wizard to guide you through the process. For details, consult the documentation that came with the software.

### Installing bonus software from My Centro on your device

My Centro lets you download and install software that you can use on your Centro. If the software has a desktop component in addition to a Centro component, you

need to download the software to your computer first. See Installing bonus software from My Palm on your computer for info on installing software that includes a desktop component.

- 1 Press **Applications**  and select **My Centro** .
- 2 Select the **Bonus** tab.
- 3 Select the **Install** link below the name of the application you want to install.

Repeat step 3 to install additional applications.

### Installing applications from the Internet

You can use the web browser on your Centro to install Palm OS files (PRC or PDB) directly from the Internet. When you download a PRC or PDB file, it is automatically installed on your Centro. If a file is compressed (for example, as a ZIP or SIT file), you need to download it to your computer, expand the file, and then synchronize to transfer the expanded file to your Centro.

**NOTE** Make sure the application you download is compatible with your device.

- 1 Open the web browser (see [Viewing a web page](#)).
- 2 Go to the page that contains the link to the application you want to download.
- 3 Press **Left** ◀ or **Right** ▶ to highlight the link to the file, and then press **Center** ○ to initiate the download process.
- 4 Follow the onscreen instructions to accept and install the application.

### Installing bonus software from My Palm on your computer

- 1 On your computer, go to [go.palm.com/centro-att/](http://go.palm.com/centro-att/).
- 2 Follow the onscreen instructions to download the application(s) you want to install.
- 3 When prompted to select either Save or Run, select **Run** to place the application(s) in the install queue.
- 4 Synchronize your Centro with your computer to install the application(s) on your Centro.

### Installing other third-party applications from a computer

When you download an application to your computer, it is probably in a compressed format such as a ZIP or SIT file. If the file is compressed, you need to use a decompression utility on your computer, such as WinZip or Allume Stuffit Expander, before you install the application on your Centro.

**BEFORE YOU BEGIN** To install an app from your computer to your Centro, you must first install Palm® Desktop software on your computer (see [Installing the desktop synchronization software](#)).

- 1 **Windows:** Select **Start > Programs > Palm > Install Tool**, and then select **Add** to browse to the application you want to add.

**Mac:** Drag and drop the file(s) onto the **Send To Device** droplet in the **Palm** folder.



- 2 Select your device name from the **User** list, and then click **OK**.
- 3 Synchronize your Centro with your computer to install the application(s) on your Centro.

### Installing third-party applications from a computer to an expansion card

You can install an application to an expansion card rather than to your Centro.

#### Windows:

- 1 Select **Start > Programs > Palm > Install Tool**.
- 2 Select your device name from the **User** list.
- 3 Select **Add** and browse to the application you want to add.
- 4 Select **Change Destination** and select the expansion card.
- 5 Select **OK**.
- 6 Synchronize your Centro with your computer to install the application(s) on your Centro.

#### Mac:

- 1 In the menu for Palm Desktop software, click **HotSync**.
- 2 Select **Install Handheld files**, and then select **expansion card** as the file's destination.

### Getting help with third-party applications

If you encounter a problem (such as an error message) with a third-party application, contact the application's author or vendor. For general troubleshooting of third-party applications, see [Third-party applications](#).

## Removing applications

---



If you decide that you no longer need an application, or you want to free up memory, you can remove apps from your Centro or an expansion card (for more on expansion cards, see [Inserting an expansion card](#)). You can remove only apps, patches, and extensions that you



install; you cannot remove the built-in apps that reside in the ROM portion of your Centro.

**DID YOU KNOW?** Some applications are factory installed on your Centro and cannot be deleted. These are listed with a Lock icon next to them.

**DID YOU KNOW?** Applications deleted from your Centro are kept on your computer in the Archive folder of your user folder. If you have trouble locating your user folder, see [I can't find my user folder](#).

- 1 Press **Applications** .
- 2 If you want to remove an application from an expansion card, insert the card into your Centro.
- 3 Press **Menu** .
- 4 Select **Delete** on the **App** menu.
- 5 Select the **Delete From** pick list and select the location of the application you want to remove: **Phone** or **<card name>**.
- 6 Select the application that you want to remove.
- 7 Select **Delete**, and then select Yes to confirm deletion.

- 8 Synchronize to remove the application from the Backup subfolder on your computer.

### Manually deleting applications

If an app you delete reappears on your Centro, you may need to manually delete the app from your computer.

- 1 Locate your **Backup** subfolder on your computer.

**Windows:** C:\Program Files\Palm\*<device name>*.



**Mac:** Mac HD\Applications\Palm\Users\*<device name>*.

If you upgraded from a previous version of Palm Desktop, your Backup subfolder may be located in the palmOne or Handspring folder.

- 2 If you find a **PRC** or **PDB** file for the application you just removed, delete the file from the **Backup** subfolder.
- 3 Delete the file from your device again.

## Viewing application info

The Info screens display basic statistics about the applications on your Centro.

- 1 Press **Applications** .
- 2 Press **Menu** .
- 3 Select **Info** on the **App** menu.
- 4 Select the **Device** pick list and select the location of the app you want to view info for: **Phone** or **<card name>**.
- 5 At the bottom of the screen, select the type of information you want to view:



**Version:** The version numbers of applications on your Centro.

**Size:** The size (in kilobytes) of applications and information on your Centro.

**Records:** The number of entries in various applications on your Centro.

- 6 Scroll to the application you want to see info about.
- 7 Select **Done**.





## Sending information with Bluetooth® wireless technology

The range of Bluetooth® wireless technology is up to 30 feet in optimum environmental conditions. Performance and range may be affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.






**TIP** Check your battery level before establishing a Bluetooth wireless connection. If the battery level is very low, you can't make a Bluetooth wireless connection.

## Sending info over a Bluetooth wireless connection



In most applications, you can send an individual entry or item such as a contact or a picture. You can also send all the entries in a category, such as all contacts in the Business category.

- 1 Press **Applications**  and select **Bluetooth** .
- 2 Select **Bluetooth On**.
- 3 Open an application.
- 4 Select the entry or category you want to send. You cannot send an item that has a lock  next to it.
- 5 Press **Menu** .
- 6 Select **Send** from the leftmost menu.
- 7 Select **Bluetooth**, and then select **OK**.
- 8 Select the receiving device(s) from the Discovery Results list, and then select **OK**.
- 9 Wait for a message to indicate that the transfer is complete before you continue using your Centro.

## Sending an app over a Bluetooth wireless connection

- 1 Press **Applications**  and select **Bluetooth** .
- 2 Select **Bluetooth On**.
- 3 Press **Applications** .
- 4 Press **Menu** .
- 5 Select **Send** from the **App** menu.
- 6 Select the **Send From** pick list and select the location of the app you want to send: **Phone** or **<card name>**.
- 7 Select the application you want to transfer. You cannot send an item that has a lock  next to it.
- 8 Select **Send**.
- 9 Select **Bluetooth**, and then select **OK**.
- 10 Select the receiving device(s) from the Discovery Results list, and then select **OK**.
- 11 Wait for a message to indicate that the transfer is complete before you continue using your Centro.

## Receiving info over a Bluetooth wireless connection

- 1 Press **Applications**  and select **Bluetooth** .
- 2 Select **Bluetooth On**.
- 3 Select the **Visibility** pick list and select one of the following:

**Visible:** Enables Bluetooth devices that are not on your Trusted Devices list to request a connection with your Centro. Your Centro remains accessible to other devices until you turn this option off. After you've finished using this setting, remember to change it back to Hidden.

**Temporary:** Enables Bluetooth devices that are not on your Trusted Devices list to request a connection with your Centro during the next two minutes. Your Centro reverts to the Hidden setting and becomes inaccessible to other devices after two minutes.

- 4 Use the other device to discover your Centro and send information to it:
  - See the other device's documentation to learn how to discover and send information over a Bluetooth wireless connection.
  - If the Ringer switch is set to Sound On, your Centro beeps to notify you of the connection and then prompts you to accept the info. Select a category or expansion card to file the item(s). If you don't select a category, the item(s) goes into the Unfiled category.
- 5 Select **Yes** to receive the information or **No** to refuse it.

**TIP** The Device Name in the Bluetooth app is the name other devices with Bluetooth wireless technology see when they connect to your Centro. The default name is the name you gave your device during setup. You can change this name if you want to.

**DID YOU KNOW?** When you receive an application over a Bluetooth connection, you can store the application on your Centro or send it to an expansion card inserted into the expansion card slot.

## Beaming information



Your Centro is equipped with an IR (infrared) port so that you can beam information to another device with an IR port—provided the other device supports IR communications with Palm OS devices. The IR port is located on the side of your Centro, next to the expansion card slot, behind the small dark shield.

**TIP** For best results, the path between the two devices must be clear of obstacles, and both devices must be stationary. If you have difficulty beaming, shorten the distance and avoid bright sunlight.

### Beaming an entry

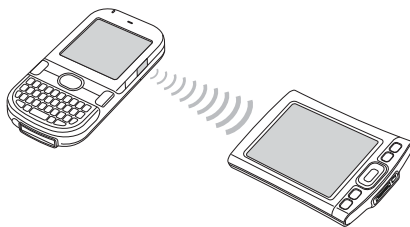
You can beam an individual entry or item such as a contact or a picture. You can also beam all the entries in the selected category, such as all the contacts in the Business or Family category.

**TIP** Once you set up your business card, you can beam it in two key presses: From the Main tab in the Phone application, press **Menu**, and then press **M**.

- 1 Open the application that holds the entry you want to beam.
- 2 Select the entry or category you want to beam. You cannot beam an item that has a lock  icon next to it.
- 3 Press **Menu** .
- 4 Select **Record**, and then select one of the following:
  - Beam:** Sends an individual record.
  - Beam Category:** Sends all entries in the current category.



**DID YOU KNOW?** If you beam a bookmark or saved page from the web browser, it beams the URL, not the contents of that page.

- 5 When the Beam Status dialog box appears, point the IR port on your Centro directly at the IR port of the receiving device.
- 6 Wait for the Beam Status dialog box to indicate that the transfer is complete before you continue using your Centro.



### Beaming an application

Not all applications can be beamed. A lock icon appears on the Beam screen next to applications that cannot be beamed.

- 1 Press **Applications** .
- 2 Press **Menu** .
- 3 Select **Beam** from the **App** menu.
- 4 Select the **Beam From** pick list and select the location of the application you want to beam: **Phone** or **<card name>**.
- 5 Select the application you want to transfer.
- 6 Select **Beam**.
- 7 When the Beam Status dialog box appears, point the IR port on your

Centro directly at the IR port of the receiving device.

- 8 Wait for the Beam Status dialog box to indicate that the transfer is complete before you continue using your Centro.

### Receiving beamed information

**BEFORE YOU BEGIN** Make sure that the **Beam Receive** option in Power Preferences is set to **On**. See [Optimizing power settings](#) for details.

- 1 Turn on your screen.
- 2 Select the beam command on the transmitting device.
- 3 Point the IR port on your Centro directly at the IR port of the transmitting device to open the Beam Status dialog box.
- 4 When the Beam Status dialog box appears, select a category for the entry.
- 5 Select **Yes** to receive the information or **No** to refuse it.

**TIP** If you do not select a category when you receive a beamed item, the item is placed in the Unfiled category.

**TIP** If you can't receive beamed info, make sure that you are not running a third-party app that disables beaming. If you still can't receive a beam, try a soft reset (see [Resetting your Centro](#)).

**DID YOU KNOW?** You can store a beamed app on your Centro or send it to an expansion card inserted into the expansion card slot.

## Synchronizing information—advanced


### Changing which applications sync

By default, information from Calendar, Contacts, Memos, Pictures & Videos, and Tasks is updated each time you synchronize your Centro. You can change which applications synchronize. For example, if you don't use the Memos application and you want to speed up

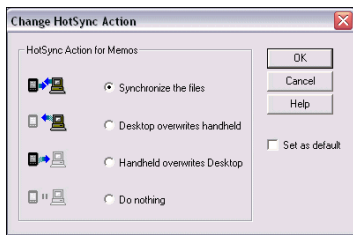
synchronization, you can turn off synchronization for Memos.

**TIP Windows** If you set up your Centro to sync with Outlook, you can learn how to change which applications synchronize and change their synchronization settings by doing the following: Click the **HotSync manager** icon in the taskbar and select **Custom**. Select a conduit that syncs with Outlook, click **Change**, and then click **Help**.

### WINDOWS ONLY

- 1 Click **HotSync® manager**  in the taskbar in the lower-right corner of your screen.
- 2 Select **Custom**.
- 3 Select your device name from the **User** list at the top of the screen.
- 4 Select the application for which you want to turn synchronization on or off, and then click **Change**.
- 5 Select **Synchronize the files** to turn on synchronization for an app.  
Select **Do nothing** to turn off synchronization for an app that currently synchronizes (for example, to turn off

synchronization for Memos if you do not use this app).



**NOTE** If you want the information in one location (on your Centro or on your computer) to completely replace the information in the other location for that app, select one of the two overwrite options. For example, if the Calendar info on your Centro is accurate but the info on your computer has become corrupted, select **Handheld overwrites Desktop** for the Calendar app to have your Centro info replace your computer info. Note that “handheld” refers to your Centro and “desktop” refers to your computer.


**6** (Optional) If you want to make this change permanent, check the **Set as default** box. Otherwise, your change affects only one synchronization (the next one you do); thereafter, the synchronization action reverts to what it was before the change.

**7** Click **OK**.

**8** (Optional) To turn synchronization on or off for other apps, repeat steps 4, 5, 6, and 7 for each application you want to change.

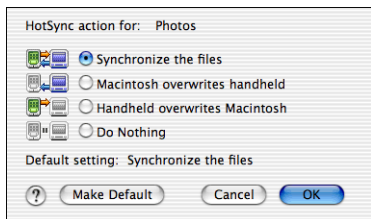
**9** Click **Done**.

### MAC ONLY

- 1 Double-click the **Palm Desktop**  icon in the **Palm** folder.
- 2 From the **HotSync** menu, select **Conduit Settings**.
- 3 From the **User** pop-up menu, select your device name.
- 4 Select the application for which you want to turn synchronization on or off, and then click **Conduit Settings**.
- 5 Select **Synchronize the files** to turn on synchronization for an app.



Select **Do nothing** to turn off synchronization for an app that currently synchronizes (for example, to turn off synchronization for Memos if you do not use this app).





**NOTE** If you want the information in one location (Centro or computer) to completely replace the information in the other location for that app, select one of the two overwrite options. For example, if the Calendar info on your Centro is accurate but the info on your Mac has become corrupted, select **Handheld overwrites Macintosh** for the Calendar app to have your Centro info replace the info on your Mac. Note that “handheld” refers to your Centro.

- 6 (Optional) If you want to make this change permanent, click **Make Default**. Otherwise, your change affects only one synchronization (the next one you do); thereafter, the synchronization action reverts to what it was before the change.
- 7 Click **OK**.
- 8 (Optional) To turn synchronization on or off for other apps, repeat steps 4, 5, 6, and 7 for each application you want to change.
- 9 Close the Conduit Settings window.

### Setting up a Bluetooth connection for synchronization

If your computer is enabled with Bluetooth wireless technology, you can synchronize wirelessly over a Bluetooth connection.

- 1 Press **Applications**  and select **Bluetooth** .
- 2 Select **Bluetooth On**.



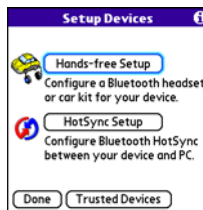
- 3 (Optional) Enter a device name that identifies your Centro when it is discovered by other Bluetooth devices.

**TIP** The device name you enter is the name other devices with Bluetooth wireless technology see when they connect to your Centro. The default name is the name you gave your device during setup. You can change this name if you want to.

- NOTE** Use the same device name for all your Bluetooth connections. If you change the device name, you need to re-create any partnerships you have already created.
- 4 Select the **Visibility** pick list and select **Visible** or **Temporary**.

**TIP** After you form a partnership with a device, you can change the **Visibility** setting back to **Hidden**. That way only devices with which you've already formed a partnership can find your Centro. New devices cannot request a connection.

- 5 Select **Setup Devices**.
- 6 Select **HotSync Setup**.



- 7 Follow the onscreen instructions to create a partnership between your Centro and your computer. In some cases you may need to perform setup steps on your computer before you can complete this step. Check your computer's documentation for specific setup instructions.

- 8 After you finish the HotSync setup, select **Done** to return to Applications View.

You're now ready to sync your Centro with your Bluetooth computer.

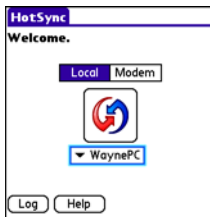
### Synchronizing over a Bluetooth connection


When you synchronize using the Bluetooth wireless feature on your Centro, you don't need your sync cable. This is especially useful if you travel with a laptop enabled with Bluetooth wireless technology.

**BEFORE YOU BEGIN** Verify the following on your computer:

- It includes built-in Bluetooth wireless technology or a Bluetooth adapter.
- Bluetooth is turned on.
- HotSync manager is active. On a Windows computer, you know HotSync manager is active when its icon appears in the lower-right corner of your screen.

- 9 Press **Applications**  and select **HotSync** .



- 10 Select **Local**.
- 11 Select the pick list below the HotSync icon, and then select the name of the PC you set up for Bluetooth synchronization (see [Setting up a Bluetooth connection for synchronization](#)).
- 12 Select the **HotSync**  icon on your Centro.

When synchronization is complete, a message appears at the top of your Centro screen. Be patient; synchronization may take a few minutes.


## Synchronizing over an infrared connection

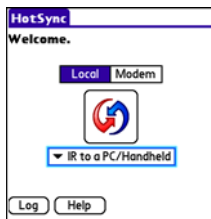
When you synchronize using the IR port on your Centro, you don't need your sync cable. This is especially useful if you travel with an IR-enabled laptop.




**BEFORE YOU BEGIN** Verify the following on your computer:

- It has an enabled IR port or an IR device attached to it. Check your computer's documentation to see if it supports IR communication.
- HotSync manager is active. On a Windows computer, you know HotSync manager is active when its icon appears in the lower-right corner of your screen.

### WINDOWS ONLY





- 1 On your computer, click **HotSync manager**  in the taskbar in the lower-right corner of your screen. Make sure that **Infrared** is selected.



- 2 On your Centro, press **Applications**  and select **HotSync** .
- 3 Select **Local**.
- 4 Select the pick list below the HotSync icon and select **IR to a PC/Handheld**.
- 5 Position the IR port on your Centro within a few inches of your computer's IR port.
- 6 Select the **HotSync**  icon on your Centro.

When synchronization is complete, a message appears at the top of your Centro screen. Be patient; synchronization may take a few minutes.

## MAC ONLY

- 1 Double-click the **HotSync manager**  icon in the **Palm** folder.
- 2 Click the **HotSync Controls** tab, and then select **Enabled**.
- 3 Click the **Connection Settings** tab, and then check the **On** box next to **IR port**.
- 4 Close the HotSync Software Setup window.
- 5 On your Centro, press **Applications**  and select **HotSync** .
- 6 Select **Local**.
- 7 Select the pick list below the HotSync icon and select **IR to a PC/Handheld**.
- 8 Position the IR port on your Centro within a few inches of your Mac's IR port.
- 9 Select the **HotSync**  icon on your Centro.

When synchronization is complete, a message appears at the top of your Centro screen. Be patient; synchronization may take a few minutes.

## Using expansion cards

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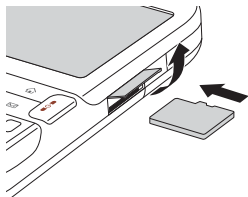
The expansion card slot on your Centro enables you to add microSD cards to extend the storage capacity of your Centro (expansion cards sold separately). Here are some examples of what microSD expansion cards can store:

- Photos
- MP3 audio files
- Email attachments
- Games
- eBooks
- Microsoft Office files
- Adobe Acrobat files
- Applications
- Databases

### Inserting an expansion card

- 1 Remove the battery door.
- 2 Open the expansion slot door.
- 3 Hold your Centro with the screen facing you, and hold the card with the label

facing you. The notch on the card should be in the lower corner.



- 4 Insert the card into the expansion card slot until you feel it lock into place.

**TIP** The expansion card slot has a *push-push* mechanism: push in gently to insert a card; push in gently to remove it.

**TIP** If the Ringer switch is set to Sound On, you hear a confirmation tone when you insert or remove an expansion card.

- 5 Close the expansion slot door.
- 6 Replace the battery door.

### Removing an expansion card

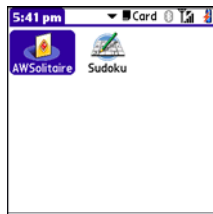
- 1 Remove the battery door.
- 2 Open the expansion slot door.


- 3 Press the card into the expansion slot to release it from the expansion slot.
- 4 After you feel the expansion card slot eject the card, remove the card from the slot.
- 5 Close the expansion slot door.
- 6 Replace the battery door.

### Opening applications on an expansion card

After you insert an expansion card into the expansion card slot, you can open any of the applications stored on the expansion card.

- 1 Insert the expansion card into the expansion card slot. The Card category of Applications View automatically appears.



- 2 Select the icon for the application you want to open.
- 3 Press **Center**  to open the application.

**TIP** Install the Files application from the Getting Started CD to easily browse and manage files on an expansion card.

## Accessing items stored on an expansion card

When an expansion card contains items such as pictures or songs, you can't view them directly from the Card category in Applications View. You must open the app that recognizes the item.

- 1 Insert the expansion card into the expansion card slot. The Card category of Applications View automatically appears.
- 2 Select the **category** pick list in the title bar, and select **All**.
- 3 Select the icon for the application in which you want to open the item. For example, to view a picture, select **Pics&Videos**.


## Copying applications between an expansion card and your Centro

You can copy applications from your Centro to your expansion card and vice versa.

**TIP** Before you copy an application to an expansion card, make sure that it is compatible with Palm OS software version 5.4.5 or later. Some applications do not work with expansion cards and do not allow you to store files in a location that is separate from the application.

- 1 Press **Applications** .





- 2 Press **Menu** .
- 3 Select **Copy** from the **App** menu.
- 4 Select the **Copy To** pick list and select the destination: **Phone** or **<card name>**.

- 5 Select the **From** pick list and select the location of the application you want to copy: **Phone** or **<card name>**.
- 6 Highlight the application you want to copy.
- 7 Select **Copy**.

### Viewing expansion card information





The Card Info application displays general information about the expansion card that is currently in the expansion slot, and it enables you to rename and format a card.

- Press **Applications**  and select **Card Info** .

### Renaming an expansion card

If you change the contents of an expansion card, you may at some point want to rename the card to better match its contents.

- 1 Insert the expansion card into the expansion card slot.
- 2 Select the **category** pick list at the top of the screen and select **All**.
- 3 Select **Card Info** .
- 4 Press **Menu** .
- 5 Select **Rename Card** from the **Card** menu.
- 6 Enter a new name for the card.
- 7 Select **OK**.



**TIP** If you have trouble copying info to, renaming, or formatting an expansion card, make sure the card is not write-protected. Press **Applications** and select **Card Info**. If a “This card is read-only” message appears, the card is write-protected. See the instructions that came with your card for additional info.



## Formatting an expansion card

Formatting an expansion card is similar to formatting a disk on a computer. When you format an expansion card, you erase all the information stored on the card.

**TIP** If you format a card, any photos or documents that were previously stored on the card are deleted from your desktop software the next time you sync. You can recover these files from the backup folder, or you can prevent the deletion by temporarily changing your sync settings for the affected application to Desktop overwrites handheld.

- 1 Insert the expansion card into the expansion card slot.
- 2 Select the **category** pick list at the top of the screen and select **All**.
- 3 Select **Card Info** .
- 4 Press **Menu** .
- 5 Select **Format Card** from the **Card** menu.
- 6 Enter a new name for the card.
- 7 Select **OK**.





# Your personal settings

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Customizing your Palm® Centro™ smart device is a great way to make it match your lifestyle and work even harder for you.

On your Centro, you can easily customize the sounds, fonts, screen colors, and more. Take advantage of different levels of security. Prevent making an accidental (and expensive) phone call by locking the keyboard. Some settings can help extend the life of your Centro battery. There are lots of ways to make your Centro work better for you.

## Benefits

- Access applications quickly
- Conserve power
- Make your screen easy to read
- Enjoy your Centro more

## In this chapter



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System sound settings . . . . .	237
Display and appearance settings . . . . .	238
Applications settings . . . . .	241
Locking your Centro and info . . . . .	243
System settings . . . . .	250
Connecting to a VPN . . . . .	252

## System sound settings

### Silencing sounds

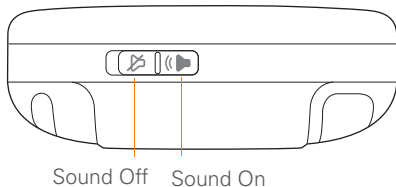
You can immediately silence all alerts, ringtones, music that plays through the built-in speaker, and system sounds by sliding the Ringer switch to Sound Off. This does not mute the audio during a phone call.

- 1 Slide the **Ringer switch** to **Sound Off** . Your Centro vibrates once to let you know that you've turned sounds off.
- 2 To hear all sounds again, slide the **Ringer switch** to **Sound On** .

If you have set up Push to Talk, your PTT availability status is affected by the Ringer switch setting. When the Ringer switch is set to Sound Off, your availability is set to Silent.

**NOTE** For info on setting the vibrate option, see the section on setting alert tones in the chapters that describe the individual applications.



Sliding the Ringer switch back to Sound On restores the previous sound settings.



### Setting system volume levels

You can set the volume level for system sounds, such as the tone that plays when you synchronize.

**TIP** If the Ringer switch is set to Sound Off, the ringer setting overrides the sound settings and all sounds are turned off.

- 1 Press **Applications**  and select **Sounds** .
- 2 Select the **Application** pick list and select **System**.

- 3 Select the **System Volume** and **Game Volume** pick lists and select the volume levels.



- 4 Select **Done**.



## Display and appearance settings

### Adjusting the brightness

Depending on the lighting conditions in which you're using your Centro, you may need to adjust the brightness of the screen.

- 1 Press **Option** , and then press **Backlight** .




- 2 Press **Left**  and **Right**  to adjust the brightness.
- 3 Select **Done**.

**TIP** To temporarily set the backlight to the preset low setting, press **Option + Menu**.

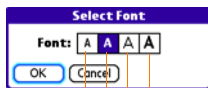
**TIP** You can also adjust the backlight and set the brightness duration during a call in Power Preferences. See [Optimizing power settings](#).

### Changing the screen font

You can change the screen font in Calendar, Contacts, Memos, Messaging, Tasks, and Web. The font styles may vary between applications, and some applications may offer fewer choices.

- 1 Open the application in which you want to change the font.
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Font**.

- 4 Select a font style. (In the web browser, select the **Font size** pick list and select **Large** or **Small**.)





Small font  
Small bold font  
Large font  
Large bold font

- 5 Select **OK**.

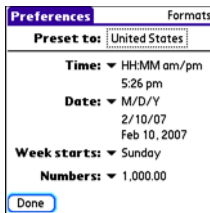
### Setting display formats

Formats Preferences enable you to select number conventions based on geographic regions. For example, in the United Kingdom, time often is expressed using a 24-hour clock. In the United States, time is expressed using a 12-hour clock with an AM or a PM suffix. Many of the built-in applications on your Centro use the Formats Preferences settings.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Formats**.

- 3 Set any of the following preferences:

**Preset to:** The standard number conventions for your country. When you select a country, the other Formats Preferences are automatically set to that country's conventions. You can also edit each option individually.



**Time:** The time format. Select **HH:MM** to display a 24-hour clock.

**Date:** The date format.



**Week starts:** The first day of the week (usually Sunday or Monday).

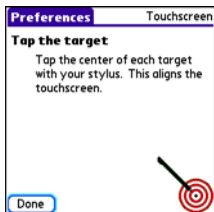
**Numbers:** The format for numbers with decimal points and commas.

- 4 Select **Done**.

## Aligning the screen to correct tapping problems



Occasionally, the Centro touchscreen alignment may need to be readjusted. If this problem occurs, you may see the wrong feature being activated when you tap the screen. To fix the problem, you can align the screen at any time.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Touchscreen**.
- 3 Follow the onscreen instructions and tap the screen where indicated.



- 4 Select **Done**.

## Changing the system color scheme

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Color Theme**.
- 3 Select a color scheme from the list.



- 4 Select **Done**.

**TIP** You can also set the wallpaper for the Main tab in the Phone application (see [Customizing the Main tab in the Phone application](#)) and the background for Calendar Agenda View (see [Customizing display options for your calendar](#)).





## Applications settings

You can change the Applications settings on your Centro so that you can easily access the applications you use most often. You can arrange and display your applications by category, reassign the buttons on your Centro, and select default applications for specific tasks.

### Arranging applications by category

You can assign an application to a category and then display a specific category of applications in Applications View.


- 1 Press **Applications** .
- 2 Press **Menu** .
- 3 Select **Category** on the **App** menu.
- 4 Select the pick list next to each application and select a category.
- 5 Select **Done**.

**TIP** To create a new category, select the **category** pick list and select **Edit Categories**. Select **New**, and then enter the category name. Select **OK** to close the dialog box, and then select **OK**.

**DID YOU KNOW?** If there is an expansion card in the expansion slot, the card appears in the category pick list and is treated as a category when you press **Applications** repeatedly.



### Displaying applications by category

Do one of the following:

- Press **Applications**  repeatedly to cycle through the categories.
- Select the **category** pick list at the top of the screen and select a category. Select **All** to display all your applications.

### Changing Applications View



By default, Applications View displays each application as an icon. As an alternative, you can view a list of applications. The list view is particularly useful when you have so many applications in a category that the applications fill up more than one screen.

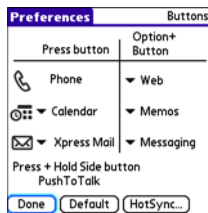
- 1 Press **Applications** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Preferences**.
- 4 Select the **View By** pick list and select **List**.
- 5 Select **OK**.

### Reassigning buttons

With Buttons Preferences, you can select which applications are associated with the quick buttons and the Side button on your Centro. You can assign a primary and secondary application to each of the three quick buttons that open an application.

**NOTE** We recommend that you keep the primary button assignments on the factory settings until you become comfortable with the features of your Centro. If you do change the primary button assignments, remember that the instructions in this guide and in the other help features refer to the original button settings.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Buttons**.
- 3 Select the pick list next to the item you want to reassign, and then select an application.



- 4 Select **Done**.



**DID YOU KNOW?** You can also choose an application to open with the sync button on the USB sync cable. To change this setting, select **HotSync** on the Buttons Preferences screen.

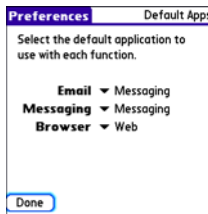
**TIP** To restore all the buttons and key combinations to their factory settings, select **Default**.

**DID YOU KNOW?** Some third-party applications take over a button when you install the application. For example, after you subscribe to Push to Talk, the application permanently takes over the Side button. If you cancel your subscription to PTT, you must do a hard reset to be able to reassign the Side button to another application.

### Changing default applications

Sometimes one application looks for another application to handle information (for example, a mail application might open a browser when you select a link in an email message). Your Centro comes with a set of predefined applications to handle email, messaging, and browser requests from other applications. If you have more than one application to handle these requests on your Centro, you can specify which application you want to use for each function.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Default Apps**.
- 3 Select each pick list and select the application you want to associate with that function.



- 4 Select **Done**.

## Locking your Centro and info

Your Centro includes several features that protect it from inadvertent use and keep your information private. You can lock any of the following features on your Centro:

**Keyboard (Keyguard):** You can use the Keyguard feature to disable the keyboard and all buttons to prevent accidental presses in your bag or pocket.

**Screen:** You can disable the screen's touch-sensitive feature during an active call or call alert.

**Phone (Phone Lock):** You can set your phone to require a password for making calls. The built-in security software lets you make emergency calls even if your phone is locked.

**Centro:** You can set your Centro to require a password for viewing any information on your Centro.



**Entries:** You can mask or hide entries marked as private and set your Centro to require a password for viewing them.

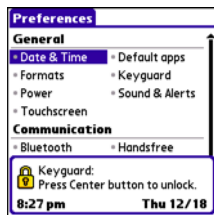
### Locking your keyboard (Keyguard)

The Keyguard feature locks the keyboard so that you don't accidentally press buttons or activate items on the screen while your Centro is in a pocket or bag.





By default, Keyguard turns on whenever the screen is off. Each time you wake up the screen, you must turn off Keyguard to unlock the keyboard and use your Centro.

To turn off Keyguard, do the following:

- 1 When the screen is off, press **Power/End**  to wake up the screen.
- 2 Press **Center**  to turn off **Keyguard**.








You can change how quickly Keyguard turns on, or you can disable this feature altogether. To change the Keyguard settings, do the following:


- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Keyguard**.
- 3 Select the **Auto-Keyguard** pick list, and then do one of the following:
  - Select how quickly you want Keyguard to turn on: **When power is turned off, 5 seconds after power off, or 30 seconds after power off.**
  - Select **Disable** to completely disable the Keyguard feature until you turn it on again by pressing **Option**  + **Power/End**  when the screen is on.
- 4 Select **Done**.

## Locking your screen

You can set your Centro to automatically lock the screen's touch-sensitive features in certain situations.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Keyguard**.
- 3 Check any of the following boxes:

**Incoming calls received:** Disables the screen when the phone rings. You must use the **5-way**  to select the onscreen Answer and Ignore buttons, or press **Send**  to answer the call or **Power/End**  to ignore the call.

**On a call:** Disables the screen after you answer a call. You must use the **5-way**  to select the onscreen buttons during the call. Use this setting to avoid accidentally pressing onscreen buttons while you're holding your Centro near your ear to speak.

- 4 Select **Done**.



**DID YOU KNOW?** When you check the boxes to disable the touchscreen during a call, the touchscreen is automatically enabled again after you end the call.


## Locking your phone (Phone Lock)

You can lock your SIM card to prevent unauthorized calls and use of other wireless features. When your SIM card is locked, you must enter the correct PIN code to unlock it, even if you move it to a different phone. You can still make emergency calls when your phone is locked, however.

**IMPORTANT** If your SIM card is locked and you enter the wrong PIN more than three times, you must call AT&T for your unique PIN unlock key (PUK) to unlock your SIM card.

**TIP** When Phone Lock is turned on, other people can still see the info on your Centro, but they cannot make or receive phone calls or use the other wireless features without your password.



- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Phone Lock**.
- 4 Check the **Lock SIM** box.

- 5 When prompted, enter the current **PIN** and select **OK**. (Unless you changed your PIN, enter the default PIN, provided with AT&T account materials.)
- 6 If you want to change the PIN, select **Change PIN**, enter a new PIN, and then select **OK**. Repeat this step to verify the new PIN.
- 7 If your SIM card supports fixed number dialing (FDN), select **Advanced** and check the **Enable Fixed Number Dialing** box to restrict dialing to the numbers in your FDN list. When prompted, enter your **PIN2** and then select **OK**.
- 8 Turn your phone off to activate the phone lock feature.
- 9 To turn your phone on again, press and hold **Power/End** , enter your PIN, and then select **OK** to unlock your Centro.

**TIP** To manage your FDN list, press **Applications**, select **SIM Book**, press **Menu**, and then select **Modify FDN** from the **Options** menu.

Your SIM card locks again when you turn off your Centro and then turn it back on.

To disable the current Phone Lock settings:



- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Phone Lock**.
- 4 Uncheck the **Lock SIM** box.
- 5 Enter your **PIN** code.
- 6 Select **OK**.

### Locking your Centro

To protect your personal information, you can lock your Centro so that you need to enter your password to access any of your information or to use any of the features on your Centro, including the phone. You can, however, still make emergency calls when your Centro is locked.

**IMPORTANT** If you lock your Centro, you must enter the exact password to unlock it. If you forget the password, you need to perform a hard reset to resume using your Centro. Performing a hard reset while your Centro is password locked deletes all the entries in your Centro and completely reformats it. If you use password protection in Palm Desktop software, you

must remember your password to restore your info. However, if you do not use password protection in Palm Desktop software, you can restore all previously synchronized info the next time you sync (see [Synchronizing information—the basics](#)).

- 1 Press **Applications**  and select **Security** .
- 2 Select the **Password** box.




- 3 Assign a password and a password hint.
- 4 Select the **Auto Lock Device** box.
- 5 When prompted, enter your password and select **OK**.
- 6 Select one of the following options:
  - Never:** Prevents your Centro from locking automatically.



**On power off:** Locks your Centro when you turn off the screen, or when it shuts off with the Auto-off feature.

**At a preset time:** Locks your Centro at a specific time of day.

**After a preset delay:** Locks your Centro after a period of inactivity.

- 7 Select **OK**.
- 8 Do one of the following:
  - Select **Lock & Turn Off** to lock your Centro immediately.
  - Press **Applications**  to accept your settings and continue using your Centro.

**TIP** After you create a password, you can lock your system manually. Press **Applications** and select **Security**. Select **Lock & Turn Off**, and then select **Off & Lock**.

**TIP** To change your password, select the **Password** box, enter your current password, and then enter the new password. To delete your password, select the **Password** box and then select **Unassign**.

### Working with private entries

In most applications, you can mark individual entries as private. All private entries remain visible and accessible until you select the Security setting. You have three Security setting options:

**Show Records:** Private records are visible.

**Hide Records:** Private entries do not appear anywhere in the application.

**Mask Records:** Private entries are replaced with a gray bar that lets you know the entry is there but keeps it from being legible.



After you enable the mask or hide setting, any entries marked as private are immediately hidden or masked. If you

define a password, you must enter it to display private entries. If you do not define a password, you (or anyone else) can reveal private entries without a password.

- 1 Open the entry that you want to mark private.
- 2 Select **Details**.
- 3 Check the **Private** box.
- 4 Select **OK**.

### Hiding or masking all private entries

Make sure the entries you want to mask or hide are marked private.

- 1 Press **Applications**  and select **Security** .
- 2 Select the **Current Privacy** pick list and select either **Hide Records** or **Mask Records**.
- 3 If prompted for your password, enter it and then select **OK**.

### Viewing all private records


You can reveal all the entries you've hidden or masked.

- 1 Press **Applications**  and select **Security** .



- 2 Select the **Current Privacy** pick list and select **Show Records**.
- 3 If prompted for your password, enter it and then select **OK**.

### Viewing private entries in a specific application



- 1 Open the application that contains the private entries you want to see.
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Security**.
- 4 Select the **Current Privacy** pick list and select **Show Records**.
- 5 Select **OK**.
- 6 If prompted for your password, enter it and then select **OK**.

### Security Password and Palm Desktop software (Windows)

You can set the Windows version of Palm® Desktop software to observe the security password for your Centro. If you forget your password, you cannot view your information in Palm Desktop. If your Centro is unlocked, you can change your password on your Centro, but all entries

marked as private are deleted. You can restore your private entries the next time you sync, and then create a new password.



Follow these steps to recover from a lost password:

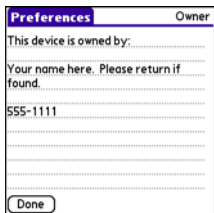
- 1 Press **Applications**  and select **Security** .
- 2 Select the **Password** box.
- 3 Select **Lost Password**.
- 4 Select **Yes**.

**TIP** If you want additional security for Palm Desktop files, you may want to purchase a third-party solution.

### Entering owner information

You can use Owner Preferences to record information that you want to associate with your Centro, such as your name, company name, and home phone number. If you lock your Centro (see [Locking your Centro](#)), the Owner Preferences information appears on the screen that requests your password to unlock it, and you must also enter your password to change the Owner Preferences information.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Owner**.
- 3 If you assigned a password with the Security application, select **Unlock**, enter your password, and then select **OK** to continue.
- 4 Enter the text that you want to appear in the Owner Preferences screen.





- 5 Select **Done**.

## System settings

### Setting the date and time

By default, your Centro synchronizes the date, time, and time zone with the AT&T

network when your phone is on and you are inside a coverage area. Date & Time Preferences also enable you to manually set the date, time, and location (time zone) setting for your Centro.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Date & Time**.
- 3 Select the **Automatically set** pick list and select one of the following settings:

**NOTE** The options that appear on the screen vary based on the setting you select in step 3.

**Date, time and time zone:** The date, time, and time zone are acquired from the AT&T network.

**Date and time:** Lets you set the time zone manually. The date and time are acquired from the AT&T network.

This setting is useful when you travel from one time zone to another. You can enter an appointment in your calendar and set no time zone. When you get to your destination time zone, the

appointment appears on your calendar at the correct local time.

**Nothing:** Lets you set the date, time, and time zone manually. No info is acquired from the AT&T network.



- If the **Location** pick list appears, select it, and then select a city in your time zone.

**TIP** If a city in the same time zone is not on the list, select **Edit List**, select **Add**, select a city in your time zone, and then select **OK**. If necessary, modify any of the settings in the Edit Location dialog box, and then select **OK**.



- If the Date and Time fields appear, select the **Date** field and select the date, and then select the **Time** field and select the time.

- Select **Done**.

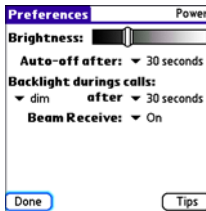
**TIP** You can also set time zones for Calendar events. See [Creating an event](#).

## Optimizing power settings

Power Preferences enable you to adjust settings to maximize the battery's performance.

- Press **Applications**  and select **Prefs** .
- Select **Power**.
- Set any of the following preferences:

**Brightness:** Sets the intensity of the screen backlight. Drag the slider or press **Left** ◀ and **Right** ▶ to adjust the brightness level.



**Auto-off after:** Determines how long your screen stays on during a period of inactivity. When there is no interaction with the keyboard or screen for the specified time period, your Centro turns off automatically.

**Backlight during calls:** To preserve power during an active call, you can set the screen backlight either to dim or turn off after a specified amount of time. Turning off the backlight saves more power than dimming it. With the backlight turned off, you can still see a faint image on the screen and use any of the buttons on the screen. To return backlight brightness to normal, press any key or tap the screen. Be careful; pressing Power/End hangs up an active call, and tapping an onscreen button activates that command.

**Beam Receive:** Determines whether your Centro is ready to receive information over an infrared beam. If you leave this option turned off, you must return to this screen to turn on this option the next time you want to receive a beamed item.

#### 4 Select **Done**.



**TIP** You can also access the brightness setting by pressing **Option + P**. To temporarily set the backlight to the preset low setting, press **Option + Menu**.

## Connecting to a VPN

If you want to use your Centro to access your corporate email account or other files on your corporate server, you may need to set up a virtual private network (VPN) on your Centro. A VPN enables you to log in to your corporate server through the company's firewall (security layer). You need a VPN client on your Centro if your Centro and your company's server are located on opposite sides of the firewall.

Check with your company's system administrator to see if a VPN is required for accessing the corporate server. If a VPN is required, you must purchase and install a third-party VPN client on your Centro to use this feature.

**TIP** For information about third-party VPN client software, visit [go.palm.com/centro-att/](http://go.palm.com/centro-att/).

- 1 Install your third-party VPN client. See [Installing applications](#) for details.
- 2 Press **Applications**  and select **Prefs** .
- 3 Select **VPN**.
- 4 Enter the settings provided by your corporate system administrator.





CHAPTER

13

## Common questions

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Although we can't anticipate all the questions you might have, this chapter provides answers to some of the most commonly asked questions. For additional information and answers to other common questions, visit [att.com/wirelessupport](http://att.com/wirelessupport).

## In this chapter

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Upgrading . . . . .	257
Desktop software installation . . . . .	259
Resetting your Centro . . . . .	259
Replacing the battery . . . . .	261
Screen . . . . .	263
Synchronization . . . . .	264
Phone . . . . .	271
Hands-free devices . . . . .	273
Email . . . . .	275
Messaging . . . . .	275
Web . . . . .	276
Camera . . . . .	279
Making room on your Centro . . . . .	280
Third-party applications . . . . .	281
Error messages . . . . .	282



## Upgrading

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If you experience problems with your Palm® Centro™ smart device after performing the upgrade steps in this guide, you may have incompatible applications or settings that were not quarantined during the installation process. These incompatible applications or settings can lead to numerous issues, including system resets and freezes. If you experience a problem after upgrading, follow the steps in this section to remove the incompatible apps from your Centro and to transfer your other info to your new Centro.

**NOTE** If you have trouble installing a third-party application, contact the developer for assistance.

We recommend that you *do not* install apps that do any of the following:

- Modify phone functions, such as ringtones, dialing, or caller ID
- Replace organizer features, such as Contacts or Calendar

- Set data connection features, such as activating or ending data connections
- Provide web-clipping features, such as PQA files
- Provide instant messaging features

If you want to continue using these types of applications, please contact the third-party developer for software updates and for info about compatibility with your Centro.

### WINDOWS ONLY

Use the following instructions to upgrade your Centro on a Windows XP computer.

- 1 On your computer, click **Start > Programs > Palm > Safe HotSync**.
- 2 Follow the instructions on the screen.
- 3 Locate the **Old\_Apps** folder on your computer. This folder is usually located inside one of the following folders:  
**C:\Program Files\Palm\  
C:\Program Files\palmOne\  
C:\Program Files\Handspring\**
- 4 To help you identify the app that is causing the problem, move one app at a time from the **Old\_Apps** folder to the **Backup** folder, and then sync.

If the problem recurs, delete the last app you installed and report the problem to its developer.

- Repeat step 4 for each of the apps in the **Old\_Apps** folder.

**NOTE** If you have trouble moving apps from the Old\_Apps folder to the Backup folder, or determining which files to move, try reinstalling the app using the original third-party developer files.

**TIP** Need more info on the Backup folder? See [What is the backup folder?](#).

### MAC ONLY

- Locate your **user** folder on your computer.

**NOTE** Your user folder name is the same as your device name and is usually found in this location: **<Mac hard drive> : Users : <your Mac username> : Documents : Palm : Users**

- Select your **user** folder and Option-drag it to your Mac desktop to make a copy of that folder.

- Confirm that your copy includes the **Backup** subfolder and that all the files in the original Backup subfolder are also in the copy of the Backup subfolder.
- Delete all files from the original **Backup** subfolder.
- Perform a hard reset on your Centro. See [Resetting your Centro](#) for instructions.
- Sync your Centro with your new desktop software and be sure to select your existing device name from the User list.
- To help you identify the app that is causing the problem, move one third-party app from the copy of the **Backup** subfolder to the original **Backup** subfolder, and then sync. If the problem recurs, delete the last app you installed and report the problem to its developer.
- Repeat step 7 for each of the third-party apps in the copy of the **Backup** folder.

## Desktop software installation

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If you are having trouble installing the desktop software, you may have the wrong version of the software or some of your computer's resources may be unavailable.

**TIP** The Getting Started CD installs software that lets you synchronize using Palm® Desktop software or Microsoft Outlook for Windows. If you want to synchronize using a different personal information manager (PIM), you must install a third-party solution. Contact the PIM's author or vendor to learn if software is available for your Centro.

Follow these steps to retry the installation.

- 1 Make sure your computer profile includes administrator rights to install software. In large organizations, these are usually granted by the system administrator.
- 2 Restart your computer.

- 3 Quit any active applications, including virus scanners and Internet security applications.
- 4 Make sure you're installing the software from the Getting Started CD that came with your new Centro. Other versions of the desktop software may not work with your Centro.
- 5 Insert the Getting Started CD to restart the installation.

**IMPORTANT** Always use the same language for your Centro, your computer operating system, and your desktop software. Otherwise, you may lose information or have difficulty with synchronization. Support is not provided for mismatched language setups.

## Resetting your Centro

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### Performing a soft reset

Performing a soft reset is similar to restarting a computer. If your Centro is not responding or you have trouble

synchronizing with your computer, a soft reset may help. All your info is retained when you perform a soft reset.

- 1 Remove the battery from your Centro, and then reinsert it.

Don't know how? See [Replacing the battery](#).

**NOTE** The reset begins when you reinsert the battery.

- 2 At the end of the soft reset, Date & Time Preferences appears. Select **Done**.

### Performing a system reset

A system reset, also called a safe or warm reset, tells your Centro to stop what it's doing and start over again without loading any system extras. If your Centro loops or freezes during or after a soft reset, a system reset may help. Performing a system reset can release your Centro from an endless loop so that you can uninstall a third-party application that may be causing the looping.

- 1 Remove the battery from your Centro, and then reinsert it.

Don't know how? See [Replacing the battery](#).

- 2 When the Palm logo appears, press and hold **Up ▲** until the black status bar at the bottom of the screen fills and disappears, and then release **Up ▲**.
- 3 Delete the third-party application that you suspect is causing the problem.
- 4 Perform a soft reset. The wireless features of your Centro are not available until you complete this step.




### Performing a hard reset

A hard reset erases all information and third-party software on your Centro. Never perform a hard reset without first trying a soft reset and a system reset and trying to resolve third-party software issues. (See [Third-party applications](#) for suggestions on diagnosing third-party software issues.) After a hard reset, you can restore previously synchronized information the next time you sync.

**IMPORTANT** If you set a password on your Centro, performing a hard reset reformats your Centro. This is a more severe form of a hard reset, which

removes all your information, and restores your formats, preferences, and other settings to the factory default settings.

**TIP** Some third-party applications do not create a backup on your computer when you synchronize. If you perform a hard reset, you may lose data in these applications and you will need to reinstall the application after the hard reset. Please contact the application's developer to find out which data is backed up during synchronization.



- 1 Remove the battery from your Centro, and then reinsert it.  
Don't know how? See [Replacing the battery](#).
- 2 When the Palm logo appears, press and hold **Power/End**  until the black status bar at the bottom of the screen fills and disappears, and then release **Power/End** .
- 3 When the **Erase all data?** prompt appears, press **Up**  to confirm the hard reset.

**IMPORTANT** If a **Reformatting in progress** message appears, do not touch

your Centro until the process is complete. This may take up to 10 minutes.

- 4 When the language selection screen appears, select the same language you selected for your desktop software.

**IMPORTANT** Always use the same language for your Centro, your computer operating system, and your desktop software. Otherwise, you may lose information or have difficulty with synchronization. Support is not provided for mismatched language setups.


- 5 (Optional) If you want to confirm that the hard reset was successful, immediately afterward, press **Applications**  and select **HotSync** . If your device name appears in the upper-right corner, the hard reset was *not* successful.

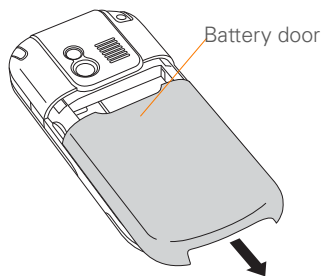
## Replacing the battery

Your Centro comes with a replaceable battery. Be sure to use a replacement

battery that is recommended or sold by Palm and is compatible with the Centro.

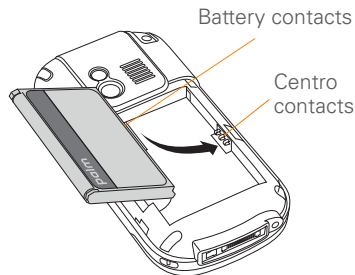
**CAUTION** Failure to use the proper battery may result in a risk of personal injury or product damage, and it voids your Centro warranty.

- 1 Press **Power/End**  to turn off the screen.
- 2 Press the **Battery door** near the top where the door and camera sections meet and slide it downward to remove it from your Centro.



- 3 Place a finger in the notch next to the battery, and lift up the old battery at a 45-degree angle to remove it from the compartment.

- 4 Align the metal contacts on the new battery with the contacts inside the battery compartment, insert the new battery into the compartment at a 45-degree angle, and then press it into place.



**IMPORTANT** Use the battery that came with your Centro. Do *not* use a battery from another Centro model in your Centro. Similarly, do *not* use the Centro battery in another Centro model. Using a battery that is designed for another Centro model can damage your Centro.


- 5 Slide the battery door onto the back of the Centro until it clicks into place.

- 6 Connect your Centro to the charger or sync cable to charge the new battery.

**TIP** Be sure to dispose of your old battery properly. In some areas, disposal in household or business trash is prohibited.

## Screen





### The screen appears blank

- 1 When a call lasts longer than the limit specified in Power Preferences, the screen dims automatically. In certain lighting conditions, the screen may appear blank when this occurs. Press any key except Power/End to restore the screen to normal brightness. Pressing Power/End hangs up the call. The screen backlight may also be set to dim or turn off after a specified amount of time (see [Optimizing power settings](#)).
- 2 When a period of inactivity lasts longer than the limit specified in Power Preferences, the screen turns off. Press and release **Power/End**  to wake up the screen.

- 3 Look closely at the screen. If you can see a dim image, try adjusting the screen brightness (see [Adjusting the brightness](#)).
- 4 If the screen is still blank, perform a soft reset (see [Performing a soft reset](#)).
- 5 If the problem persists, connect your Centro to the charger (see [Charging the battery](#)) and perform a soft reset again.
- 6 If that doesn't work, perform a hard reset (see [Performing a hard reset](#)).

**TIP** To find carrying cases that protect the screen, and other useful accessories, visit [go.palm.com/centro-att/](http://go.palm.com/centro-att/).



### The screen doesn't respond accurately to taps or it activates wrong features

- 1 Press **Applications** .
- 2 Use the **5-way**  to select **Prefs** .
- 3 Use the **5-way**  to select **Touchscreen**.
- 4 Follow the onscreen instructions to align the screen.
- 5 Select **Done**.

- 6 If the problem persists, check for dirt between the screen and the edge of the Centro.
- 7 If you're using a screen protector, make sure that it is properly installed.

### There's a blinking bell in the upper-left corner

The blinking bell in the upper-left corner of the screen is the Alert icon. It appears when you have alarms or messages that you haven't acknowledged.

- 1 Press and hold **Center**  or tap the blinking bell  with your stylus.
- 2 When the list of pending alerts appears, do either of the following:
  - Select the text of the alert to view the item. The item stays in the list.
  - Check the box next to an alert to clear it from the list, and then select **Done**.

## Synchronization

Synchronization backs up the information from your Centro onto your computer and

vice versa. If you ever need to perform a hard reset or otherwise need to erase all your information on your Centro, you can synchronize your Centro with your computer to restore the info. Similarly, if your computer crashes and your Palm Desktop info is damaged, you can recover your info by synchronizing with your Centro. To make sure you always have an up-to-date backup of your info, synchronize frequently.

This section describes synchronization between your Centro and a desktop computer running Palm Desktop software. You can also synchronize the information on your Centro using third-party applications. See the documentation for the third-party application for information on features and configuration.

Before you attempt to synchronize, make sure you've installed the desktop synchronization software from the Getting Started CD.

**TIP** Every device needs a unique name. Never synchronize more than one device to the same device name on your computer.



## I can't find my user folder

**Windows:** If your device name is one word, your user folder name is the first six characters of your device name. If your device name is two words, your user folder name consists of the first six characters of the second word of your device name, followed by the first letter of the first word. For example, if your device name is John Smith, your user folder is named SmithJ. Your user folder is usually located inside one of the following folders:

**C:\Program Files\Palm\**

**C:\Program Files\palmOne\**

**C:\Program Files\Handspring\**

**Mac:** Your user folder name is the same as your device name and is usually found in this location: **<Mac hard drive> : Users : <your Mac username> : Documents : Palm : Users**

## What is the backup folder?

The Backup folder is located inside your user folder (see [I can't find my user folder](#)). During synchronization, the HotSync® manager puts a copy of most of your info and applications into the Backup folder. (Some third-party apps do not put a copy

into the Backup folder.) The next time you sync, the HotSync manager compares the contents of the Backup folder to the contents of your Centro, and then restores any missing info or applications.


If an app that you deleted reappears on your Centro, try deleting the app from your Backup folder.

## Palm Desktop does not respond to a sync attempt

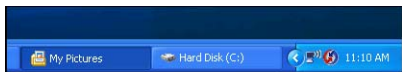
- 1 Make sure that the USB sync cable is securely connected to the USB port on your computer and on the bottom of your Centro (see [Synchronizing information—the basics](#)).

**TIP** If you're having trouble trying to sync using an IR or Bluetooth® wireless technology connection, try using the USB sync cable instead. If this solves the problem, check your IR or Bluetooth settings (see [Synchronizing information—advanced](#)).

- 2 Make sure that the HotSync manager is running:

**Windows:** Right-click **HotSync manager**  in the taskbar in the

lower-right corner of your computer screen, and make sure that **Local USB** is checked. If you don't see the HotSync manager icon, click **Start**, select **Programs**, select **Palm**, and then select **HotSync manager**.



**Mac:** Find the **Palm** folder on your Mac hard drive. Double-click the **HotSync manager** icon in the **Palm** folder. In the Connection Settings panel, set the **Local Setup port** to **Palm USB**.

- 3 Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
- 4 Perform a soft reset (see [Performing a soft reset](#)).
- 5 Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
- 6 If problems persist and you're synchronizing through a USB hub, try connecting the sync cable to a different USB port or directly to your computer's built-in USB port.
- 7 Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
- 8 Check the multi-connector on the bottom of your Centro for debris or discoloration. Carefully clean the connector by dipping a cotton swab in some rubbing alcohol and gently wiping the metal contacts on the connector. Try to sync again.
- 9 Check the connector on the USB sync cable for integrity and cleanliness. Make sure the pins on the connector are straight, protruding, and not damaged. If the cable appears to be damaged, stop here and locate another USB sync cable.
- 10 **WINDOWS ONLY** Uninstall Palm Desktop software. Click **Start**, select **Settings**, select **Control Panel**, select **Add or Remove Programs**, select **Palm Desktop software**, and then click **Change/Remove**.

**NOTE** Mac computers do not provide an option for uninstalling Palm Desktop software. Contact Support if the problem persists after you complete step 7.

- 11 Restart your computer.
- 12 Reinstall Palm Desktop software from the Getting Started CD that came with your Centro.

### Synchronization starts but stops without finishing

**TIP** The HotSync Log can give you information about your most recent synchronization.

**Windows:** Right-click the **HotSync manager** icon in the taskbar in the lower-right corner of your computer screen, and then select **View Log**.

**Mac:** Open Palm Desktop software. From the **HotSync** menu, select **View Log**.

If you upgraded from a previous Palm OS® device or received a system error, such as Sys0505, there may be conflicts with software on your Centro.

- 1 Locate your **Backup** subfolder and rename the folder (for example, BackupOld).

**Windows:** C:\Program Files\Palm\*<device name>*

**Mac:** <Mac hard drive> : Applications : Palm : Users : <device name>

**NOTE** Can't find a Palm folder in Program Files? Then look for a palmOne or Handspring folder instead. For more info, see [I can't find my user folder](#).

- 2 Synchronize.
- 3 If the problem is resolved, begin reinstalling your third-party applications one at a time by double-clicking a single file in the original **Backup** subfolder that you renamed, and sync after each application you install. If the problem recurs, delete the last application you installed and report the problem to its developer.
- 4 **WINDOWS ONLY** If the Windows New Hardware Wizard appears, the synchronization process may be timing out before the wizard completes its job.

Follow all instructions in the New Hardware Wizard, and then sync again.

- 5 WINDOWS ONLY** Uninstall Palm Desktop software. Click **Start**, select **Settings**, select **Control Panel**, select **Add or Remove Programs**, select **Palm Desktop software**, and then click **Change/Remove**.

**NOTE** Mac computers do not provide an option for uninstalling Palm Desktop software. Contact Technical Support if the problem persists after you complete step 3.

- 6** Restart your computer.
- 7** Reinstall Palm Desktop software from the Getting Started CD that came with your Centro.

### **Synchronization finishes but info doesn't appear where it should**

- 1** Make sure you're synchronizing with the intended desktop personal information manager (PIM). The Getting Started CD enables you to choose whether you want to synchronize with Palm Desktop software or Microsoft Outlook for Windows. Reinsert the

Getting Started CD and select **Change your synchronization method** if necessary. If you use a different PIM, you need to install third-party software to synchronize. For more information, consult the company that makes the PIM.

- 2** If multiple Palm OS devices are synchronizing with your computer, make sure the name of the device you are synchronizing appears in the **User** field on the toolbar of Palm Desktop software.
- 3** Open HotSync manager on your computer, and make sure the necessary conduits are set to **Synchronize the files**.

**TIP** For more info on Outlook conduits, right-click the **HotSync manager** icon in the taskbar, select **Custom**, select an app with Outlook in its name, and then select **Help**.

**NOTE** If you need to change the setting to **Synchronize the files**, be sure to check the **Set as default** box as well.

- 4 WINDOWS ONLY** Uninstall Palm Desktop software. Click **Start**,

select **Settings**, select **Control Panel**, select **Add or Remove Programs**, select **Palm Desktop software**, and then click **Change/Remove**.


**MAC ONLY** Mac computers do not provide an option for uninstalling Palm Desktop software. Contact Support if the problem persists after you complete step 3.

- 5 Restart your computer.
- 6 Reinstall Palm Desktop software from the Getting Started CD that came with your Centro.
- 7 (Outlook only) If you're trying to synchronize offline, set your Outlook Calendar, Contacts, Notes, and Tasks to be available offline.

**TIP** Outlook subfolders and public folders are not accessible with the included software. You may want to use a third-party solution instead.

**TIP** (Outlook only) If you want to sync your info with a global Exchange Address Book, you must copy the addresses to your local Contacts list in Outlook (right-click the addresses and select **Add to Personal Address Book**).


## I have duplicate entries in Microsoft Outlook after I sync

- 1 Open Microsoft Outlook and delete the duplicate entries.
- 2 On your computer, go to the application with duplicate entries and manually enter any info you added to your Centro since the last time you synchronized.
- 3 Right-click **HotSync manager**  in the taskbar and select **Custom**.
- 4 Select an application that has duplicate entries and also has Outlook in its name.
- 5 Click **Change**.
- 6 Select **Desktop overwrites handheld**, and then click **OK**.
- 7 If more than one application has duplicate entries, repeat steps 4 through 6 for each application with duplicates.
- 8 Click **Done**.
- 9 Synchronize your Centro and your computer.

## My appointments show up in the wrong time slot after I sync

If you create an appointment in the wrong time zone (that is, your desktop was set to the wrong time zone), it shows up in the wrong time zone on your Centro. To be safe, enable local network time and avoid assigning time zones to your appointments.



If you're using **Microsoft Outlook**:


- 1 Make sure that you installed the Microsoft Outlook conduit that came with your Centro. If you're not sure whether this software is installed, reinstall Palm Desktop software from the Getting Started CD that came with your Centro.
- 2 Open Microsoft Outlook and correct the wrong entries.
- 3 On your computer, manually enter any Calendar info you added to your Centro since the last time you synchronized.
- 4 Click **HotSync manager**  in the taskbar and select **Custom**.
- 5 Select an application that has both Calendar and Outlook in its name.

- 6 Click **Change**.
- 7 Select **Desktop overwrites handheld**, and then click **OK**.
- 8 Synchronize your Centro and your computer.
- 9 Repeat steps 4 through 6 to open the Calendar Change HotSync Action dialog box again.
- 10 Make sure **Synchronize the files** is selected and **Set as default** is checked, and then click **OK**.

You should now be able to assign time zones to your events without encountering this problem.

If you're using **Palm Desktop software**:

- 1 On your Centro, press **Calendar** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Preferences**.
- 4 Uncheck the **New events use time zones** box (if it's checked).
- 5 On your computer, open Palm Desktop software and correct the wrong entries.

- 6 On your computer, manually enter any Calendar info you added to your Centro since the last time you synchronized.
- 7 Click **HotSync manager**  in the taskbar and select **Custom**.
- 8 Select **Calendar**.
- 9 Click **Change**.
- 10 Select **Desktop overwrites handheld**, and then click **OK**.
- 11 Synchronize your Centro and your computer.
- 12 Repeat steps 7 through 9 to open the Calendar Change HotSync Action dialog box again.
- 13 Make sure **Synchronize the files** is selected and **Set as default** is checked, and then click **OK**.  
You should now be able to assign time zones to your events without encountering this problem.

**IMPORTANT** To avoid this problem in the future, do not assign time zones to your events. Palm Desktop software does not support time zones.

## The text of my memos is truncated after I sync

If you use your desktop software to create a memo that is longer than 4,096 characters, the excess characters are truncated when you transfer the memo to your Centro.

## Phone

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### Signal strength is weak

Become familiar with low coverage areas where you live, commute, work, and play. Then you will know when to expect signal strength issues. You can check signal strength by looking at the **Signal Strength**  icon in the title bar of the Main tab in the Phone application. The stronger the signal, the more bars that appear. If you are outside a coverage area, no bars appear.

- 1 If you're standing, move about ten feet in any direction.
- 2 If you're in a building, move near a window. Open any metal blinds.
- 3 If you're in a building, move outdoors or to a more open area.

- 4 If you're outdoors, move away from large buildings, trees, or electrical wires.
- 5 If you're in a vehicle, move your Centro so that it's close to a window of your vehicle.

### My Centro won't connect to the mobile network

- 1 Try the suggestions about signal strength described in [Signal strength is weak](#).
- 2 Turn off your phone and turn it on again (see [Turning your phone on and off](#)).
- 3 Remove the SIM card (this causes a soft reset) and reinsert it (see [Inserting the SIM card and battery](#)).

### The other person hears an echo

- Try decreasing the volume on your Centro to avoid coupling or feedback on the other person's end. This applies to both the speakerphone and the earpiece.
- Position the earpiece closer to your ear to prevent sound leaking back to the microphone. Keep your hand away from


the microphone hole, which is on the bottom right side of the Centro.

- If you're using the speakerphone feature with your Centro lying on a flat surface, try turning the Centro face down (screen facing the surface).


### I hear my own voice echo

Ask the person on the other end of the call to turn down the volume on his or her phone or to hold the phone closer to his or her ear.

### My voice is too quiet on the other end

- Be sure to place the bottom of the Centro, or the hands-free microphone, close to your mouth.
- Check the **Signal Strength**  icon in the title bar of the Main tab in the Phone application. If the signal is weak (few bars are displayed), try the suggestions about signal strength described in [Signal strength is weak](#).

### I hear static or interference

Check the **Signal Strength**  icon in the title bar of the Main tab in the Phone application. If the signal is weak (few bars




are displayed), try the suggestions about signal strength described in [Signal strength is weak](#).

If you're using a Bluetooth® hands-free device, see [I hear static or interference when using my Bluetooth hands-free device](#).

### My phone seems to turn off by itself

If a system error and reset occur, the Centro automatically turns the phone on if it was on before the reset. However, if the Centro can't determine if your phone was on before the reset, the phone does not automatically turn on (see [Turning your phone on and off](#)). If the problem persists and you're using third-party applications, see [Third-party applications](#) for additional suggestions.

### My Centro makes or answers calls when it's in a bag or pocket

Items in your bag or pocket may be pressing the onscreen Answer button or otherwise activating screen items. If this happens, be sure to press **Power/End**  to turn off the screen before placing your Centro in a bag or pocket. You may also want to disable the screen's touch-sensitive feature during incoming calls (see [Locking your screen](#)).



**TIP** To find carrying cases that can help prevent your Centro from making calls, as well as other useful accessories, visit [att.com/wirelessaccessories](http://att.com/wirelessaccessories) or visit your local AT&T store.

## Hands-free devices

**TIP** Bluetooth range is up to 30 feet in optimum environmental conditions. Performance and range may be affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

### I can't make or receive calls using a Bluetooth® hands-free device

Confirm all the following:

- The Bluetooth device is compatible with your Centro. Go to [go.palm.com/centro-att/](http://go.palm.com/centro-att/) for a list of compatible devices.
- Press **Applications**  and select **Bluetooth** . Make sure the **Bluetooth** setting is set to **On**.
- You have already formed a partnership between your Centro and your hands-free device, and the hands-free device appears in the Trusted Devices list. (See [Connecting to a Bluetooth® hands-free device](#).)
- Your hands-free device is charged and turned on.
- Your Centro is within range of the hands-free device.

If the problem persists, turn the **Bluetooth** setting to **Off** and then turn it on again. If it still persists, delete the partnership, and then create a new partnership with the hands-free device (see [Connecting to a Bluetooth® hands-free device](#)).

### I hear static or interference when using my Bluetooth hands-free device

- Try moving your Centro closer to the hands-free device. Audio quality degrades as the distance between your Centro and hands-free device increases. The effective range for a device varies between manufacturers.
- Confirm that no obstructions, including your body, are between your Centro and your hands-free device.
- If the problem persists, turn the **Bluetooth** setting to **Off** and then turn it back on again. If it still persists, create a new partnership with the hands-free device (see [Connecting to a Bluetooth® hands-free device](#)).

**TIP** For best performance, keep your Bluetooth hands-free device and your phone on the same side of your body.

### Some features of my Bluetooth hands-free device don't work with my Centro

- Check the Palm compatibility list at [go.palm.com/centro-att/](http://go.palm.com/centro-att/) to ensure that your device is compatible.

- Check the documentation that came with your device or the manufacturer's website for information specific to your device.

## Email

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- For troubleshooting info on Xpress Mail, go to [xpressmail.att.com/subscriber](http://xpressmail.att.com/subscriber).
- For troubleshooting info on the VersaMail® application, see the *User Guide for the VersaMail Application* on the Palm Software Installation CD.

## Messaging

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### I can't send or receive text messages



- Make sure your SIM card is inserted correctly (see [Inserting the SIM card and battery](#)) and your phone is turned on (see [Turning your phone on and off](#)).
- Contact AT&T to verify that your plan includes text messaging services, that these services have been correctly activated, and that they are available at

your location. AT&T should be able to tell you if text messaging services have been experiencing transmission delays. Delays can also occur between the time that a message is sent and the time it is received.

- Verify with the recipient that the receiving device can handle text messages.
- If a text message arrives but does not display an alert, perform a soft reset (see [Performing a soft reset](#)).



### I can't send or receive multimedia messages

- Make sure your phone is turned on (see [Turning your phone on and off](#)).
- Contact AT&T to verify that your plan includes multimedia messaging services (MMS), that these services have been correctly activated, and that they are available at your location. AT&T should be able to tell you if multimedia messaging services have been experiencing transmission delays. Delays can also occur between the time that a message is sent and the time it is received.

- Make sure that either of the following icons appears in the title bar of the Main tab:  . If you do not see either of these icons, data services are not available in your current location and you cannot exchange multimedia messages.
- Verify with the recipient that the receiving device can handle multimedia messages.
- If a message arrives but does not display an alert, perform a soft reset (see [Performing a soft reset](#)).







## Web


### I can't tell if data services are available

When your phone is on, icons appear in the title bar in the Main tab in the Phone application to indicate whether data services are available and whether a data connection is active. Make sure that either of the following icons appears in the title bar of the Main tab:  . If you do not see either of these icons, data services are not available in your current location and you cannot connect to the Internet.


### My Centro won't connect to the Internet

Your Centro supports GPRS and EDGE wireless data networks. To connect to the Internet, you must subscribe to and activate data services with AT&T, and you must be in a location with data coverage.

- 1 Press and hold **Power/End**  to turn off your phone. Then press and hold the same button to turn it back on again.
- 2 Press **Phone**  and look for either of the following icons in the title bar of the Main tab:  .
- 3 If you see these icons, you are in a data coverage area. Try connecting to the Internet again. If you do not see either of these icons, press **Applications** , select **Prefs** , and continue with the following steps.
- 4 Select **Network**.
- 5 Select the **Service** pick list and select **MEdia Net**.
- 6 Select **Connect**.
- 7 If the connection is successful, go to the web browser. If you still can't make a connection, perform a soft reset (see [Performing a soft reset](#)).

- 8 If your phone did not turn on automatically after the soft reset, press and hold **Power/End**  to turn on your phone, and try connecting to the Internet.
- 9 Contact AT&T to verify the following:
- Your subscription plan includes high-speed data services.
  - Data services have been activated on your account.
  - Data coverage is available in your location.
  - There are no data service outages in your location.

### I can't access a web page

First, make sure you have Internet access: Open the web browser and try to view another web page you've loaded before. To ensure you're viewing the page directly from the Internet, press **Menu** , select **Go**, and then select **Refresh**.

If you can view the other web page after you refresh it but you still can't access the page you were originally trying to view, the page may contain elements that are not supported by the web browser. These




include Flash, Shockwave, VBScript, WMLScript, and other plug-ins.


Some websites use a redirector to their true home page. If the web browser on your Centro can't follow the redirector, try using a desktop browser to see the landing page of the redirector, and then enter that address in the web browser on your Centro.

**TIP** Your Centro can open your email application when you select an email address on a web page. If nothing happens when you select the link, make sure your email application is already set up.

### It takes a long time for a web page to load

If it is taking longer than usual to load web pages, you may have traveled from an EDGE service area to a GPRS service area. Although GPRS data service is considered a high-speed data service, it seems slow if you are used to EDGE speed.

- 1 Press **Phone**  and look for either of the following icons in the title bar of the Main tab to confirm that you have a data connection:  .

- 2 Try opening a different web page to see if the problem persists.
  - If you can open a different web page, it is likely that the original website is experiencing problems, and the problem is not related to your Centro.
  - If the problem persists on a different web page, you may have a problem with your connection to the AT&T network.
- 3 To be sure there is not a problem with your connection to the AT&T network, press and hold **Power/End**  to turn off your phone. Then press and hold the same button to turn it back on again.
- 4 Try opening the web page again to see if it loads faster.

### **An image or map is too small on my screen**

The web browser has two modes: Optimized and Wide Page. Optimized Mode resizes all images and page elements to fit into a single column on the Centro screen. Switch to Wide Page Mode to see the full-size image (see [Viewing a web page](#)).



You may also be able to save the image on your Centro or an expansion card and then view the image later on your computer.

### **A secure site refuses to permit a transaction**

Some websites don't support certain browsers for transactions. Please contact the site's webmaster to make sure the site allows transactions using Blazer™ web browser from your Centro.

### **My Bluetooth DUN connection isn't working**

Check all of the following:

- Press **Applications**  and select **Bluetooth** . Make sure the **Bluetooth** setting is set to **On**.
- You have already formed a partnership between your Centro and your computer (see [Creating a partnership between your Centro and your computer](#)).
- The Bluetooth feature on your computer is turned on.
- Your Centro is within 30 feet of your computer.

**TIP** Bluetooth range is up to 30 feet in optimum environmental conditions. Performance and range may be affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

If the problem persists, try the following:

- Turn the **Bluetooth** setting to **Off** and then turn it back on again.
- Try moving your Centro closer to your computer. The effective range for a computer varies between manufacturers.
- Confirm that no obstructions, including your body, are between your Centro and your computer.
- If the problem persists, create a new partnership with your computer (see [Creating a partnership between your Centro and your computer](#)).

## Camera

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Here are some tips for taking good pictures with the built-in camera:

- Clean the camera's lens with a soft, lint-free cloth.
- Take pictures in bright lighting conditions. Low-light images may be grainy, due to the sensitivity of the camera.
- Hold the Centro as still as possible. Try supporting your picture-taking arm against your body or a stationary object (such as a wall).
- Keep the subject of the picture still. Exposure time is longer with lower light levels, so you may see a blur.
- For best results, verify that you have the brightest light source coming from behind you, lighting the subject's face. Avoid taking indoor pictures with the subject in front of a window or light.
- Make sure the subject is at least 18 inches away from the camera to ensure good focus.

Remember that when you synchronize your Centro with your computer, your camera images are stored in the My Pictures/Palm Photos folder on your hard drive (see [Viewing pictures and videos on your computer](#)).

## Making room on your Centro

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Keep in mind that your Centro includes an expansion card slot, and that you can store applications and information on expansion cards (sold separately). However, you still need free memory on the Centro itself to run applications from an expansion card. For more info on using expansion cards, see [Using expansion cards](#).

If you store a large number of records or install many third-party applications, the internal memory on your Centro may fill up. Here are some common ways to clear space:

- **Email:** Messages that have large attachments can quickly consume

memory on your Centro. Delete messages with large attachments. If you have hundreds of messages with or without attachments, you may want to delete older messages to make room (see the *User Guide for the VersaMail Application* on the Palm Software Installation CD or the Xpress Mail documentation at [xpressmail.att.com/subscriber](http://xpressmail.att.com/subscriber)).

- **Pictures & Videos:** Large images take up a lot of memory. Move images to an expansion card or synchronize them to your computer, and then delete the images from your Centro (see [Viewing pictures and videos on your computer](#)).
- **Music:** Music files often consume a lot of memory. Move music files to an expansion card, or delete large files from your Centro.
- **Messaging:** Multimedia content can also consume a lot of memory. Move multimedia content to an expansion card, or delete large files from your Centro (see [Deleting messages](#)).
- **Internet:** If you set a large web browser cache, you may want to use the web browser's advanced Memory



Management settings to clear all recent pages (see [Customizing your web browser settings](#)).

- **Third-party applications:** You can delete infrequently used applications (see [Removing applications](#)) or move them to an expansion card (see [Copying applications between an expansion card and your Centro](#)).

## Third-party applications

Some third-party applications can cause conflicts on your Centro. For example, third-party applications that were not written with the Centro keyboard and 5-way navigator in mind may cause strange behavior or errors when using the keyboard and 5-way navigator in these applications. Third-party applications that modify wireless features may require extra troubleshooting.

If you recently installed an application and your device seems to be stuck, try the following:

- 1 Perform a soft reset (see [Performing a soft reset](#)).
- 2 If the problem persists, perform a system reset (see [Performing a system reset](#)).
- 3 Delete the most recently installed application from your Centro (see [Removing applications](#)).
- 4 If the problem persists, perform another system reset.
- 5 If possible, synchronize your Centro with your computer to back up your most recent info.
- 6 If you're unable to perform the preceding steps or the problem persists, locate your **Backup** subfolder on your computer and rename the folder (for example, BackupOld).



**Windows: C:\Program Files\Palm\<device name>**

**Mac: <Mac hard drive> : Applications : Palm : Users : <device name>**

**NOTE** Can't find a Palm folder in Program Files? Then look for a palmOne or Handspring folder instead. For more info, see [I can't find my user folder](#).

- 7 Perform a hard reset (see [Performing a hard reset](#)).
- 8 Sync to restore your info in Calendar, Contacts, Tasks, Memos, and Pictures & Videos.
- 9 If the problem is resolved, begin reinstalling your third-party applications one at a time by double-clicking a single file in the original Backup subfolder that you renamed, and sync after each application you install.
- 10 If the problem recurs, delete the last application you installed and report the problem to its developer.

### I can't exit a game or third-party application

Press **Option**  + **Applications**  to return to Applications View.



### Getting more help

Contact the author or vendor of the third-party software if you require further assistance.

## Error messages

Your Centro is designed to minimize interruptions when a system error occurs. If your Centro encounters a system error, it automatically resets itself and resumes functioning as normal. If possible, it even turns the phone back on if it was on before the error occurred.

Sometimes you might want to know more about an error. Your Centro uses a special interface to show error messages in greater detail.

- 1 Press **Phone** .
- 2 Enter **#\*377**, and then press **Send** .
- 3 Review the screen with details about the conditions that led up to the most recent automatic reset.
- 4 Select **OK**.


**NOTE** Third-party developers create their own error messages. If you do not understand an error message, please contact the developer of the application for help.



# Terms

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## **Alt (alternative)**

A keyboard key. Enter a letter on the keyboard, and then press Alt  to access variations such as international characters and symbols.

## **Applications View**

The screen on your Palm® Centro™ smart device from which you can open all applications.

## **Auto-off interval**

The time of inactivity that passes before the screen on your Centro turns off. The wireless features on your Centro are unaffected by this setting.

## **Beam**

The process of sending or receiving an entry or application using the infrared (IR) port on your Centro.

## **Bluetooth® wireless technology**

Technology that enables devices such as the Centro, mobile phones, and computers to connect wirelessly to each other so that

they can exchange information over short distances. For more info, visit [www.bluetooth.com](http://www.bluetooth.com).

## **CSD (circuit-switched data)**

A dial-up Internet connection. You pay for the connection time, not for how much information you transfer. Contrast with GPRS.

## **Device name**

The name associated with your Centro and with the info in your desktop software. The device name (sometimes called the *username*) distinguishes your Centro from all other Palm OS® devices. When you first synchronize your Centro, you are asked to give it a device name. This name appears in the User list in Palm Desktop software. Every Palm OS device that is synchronized with the same computer must have a unique device name.

## **Dialog box**

A set of options and command buttons that is enclosed by a border and that enables you to carry out a specific task.

### **EDGE (Enhanced Data rates for GSM Evolution)**

An enhanced version of GPRS that delivers data speeds that are up to three times faster than standard GPRS connections. (Additional charges may apply.)

### **Favorite**

A button that provides quick access to a phone number (speed-dial button) or commonly used application (such as Web or Messaging). You can define an unlimited number of favorite buttons in the Phone application.

### **GPRS (General Packet Radio Service)**

A mobile Internet connectivity technology that allows persistent data connections. (Additional charges may apply.)

### **HotSync®**

The technology that synchronizes your Centro and your computer with the simple press of a button.

### **HotSync manager**

The computer application that manages the synchronization of your Centro with your computer.

### **Infrared (IR)**

A way of transmitting information using light waves; this is called *beaming*. The IR port on your Centro enables you to transfer information to other IR devices within a short radius.

### **Lithium ion (Li-ion)**

The rechargeable battery technology used in the Centro.

### **MMS**

An enhanced form of messaging that enables you to send pictures, videos, animations, sounds, and ringtones almost instantly.

### **Option key**

The keyboard key that enables you to access the alternative feature that is indicated above the letter on each key.

### **Palm® Desktop software**

A PIM application for computers that helps you manage your personal information and keep your personal information synchronized with your Centro.

### **Palm™ Install Tool**

The component on your Windows computer that enables you to install Palm OS applications and other information on your Centro.

### **Palm® OS by ACCESS**

The operating system of your Centro. Palm OS is known for its simplicity of use and for the large number of compatible third-party applications that can be added to your Centro.

### **Partnership**

Two Bluetooth devices—for example, your Centro and a hands-free device—that can connect because each device finds the same passkey on the other device. Once you form a partnership with a device, you don't need to enter a passkey to connect with that device again. Partnership is also known as paired relationship, pairing, trusted device, and trusted pair on some devices.

### **Phone**

The application on your Centro that enables you to make and receive phone calls.

### **PIM (personal information manager)**

A genre of software that includes applications such as Palm Desktop software, Microsoft Outlook, Lotus Notes, and ACT!. PIMs generally store contacts, schedules, tasks, and memos.

### **PIN (personal identification number)**

The four-digit password assigned to your SIM card by AT&T. Turning on the PIN lock secures your wireless account. See also PUK.

### **PIN2 (personal identification number 2)**

A code that protects certain network settings such as call barring or fixed dialing.

### **PUK (PIN unlock key)**

A special extended password assigned to your SIM card. If you enter the wrong PIN more than three times, your SIM card is blocked and you must call AT&T for the PUK.

### **Quick key**

A letter that you can press and hold to activate a favorite app. For example, create a speed-dial button for your mother's number and enter the letter **M** for "Mom" as the Quick Key. Then when you want to

call her, press and hold M. Your Centro dials the number.

### **SIM (Subscriber Identity Module) card**

The smartcard, inserted in your Centro, that contains your mobile account information, such as your phone number and the services to which you subscribe. Phonebook entries and SMS messages can also be stored on the SIM card.

### **Slide**

A collection of text, pictures, videos, and sounds that are grouped together within a multimedia message created in the Messaging application. During playback, all the items within a particular slide appear on the same screen. If a multimedia message contains multiple slides, each slide can be viewed separately during playback.

### **SMS**

The service that exchanges short text messages almost instantly. Text messages are typically sent to a mobile phone number, rather than to an email address (although this too is possible). These messages can usually include up to 160 characters; messages with more than 160 characters are automatically split into several messages. You can send and receive SMS messages while you are on a voice call.

### **Streaming**

Technology that enables you to access media content—for example, watch video or listen to an audio program—directly from the Internet on your Centro without needing to download a file to save on your Centro.

### **User folder**

The folder on your computer that contains the information you enter in Palm Desktop software and the information you enter on your Centro and synchronize with Palm Desktop software.



# Important safety and legal information

## FCC Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

*This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:*

- 1 *This device may not cause harmful interference, and*
- 2 *This device must accept any interference received, including interference that may cause undesired operation.*

## Antenna Care/Unauthorized Modifications

Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the unit and may violate FCC regulations. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## FCC RF Safety Statement

In order to comply with FCC RF exposure safety guidelines, users MUST use one of the following types of bodyworn accessories.

- 3 A Palm® brand body-worn accessory that has been tested for SAR compliance and is intended for use with this product.
- 4 An accessory that contains NO metal (snaps, clips, etc.) and provides AT LEAST 1.5 cm of separation between the users body and the unit.

Do NOT use the device in a manner such that it is in direct contact with the body (i.e., on the lap or in a breast pocket). Such use will likely exceed FCC RF safety exposure limits. See [www.fcc.gov/otef/safety/](http://www.fcc.gov/otef/safety/) for more information on RF exposure safety.

To view the highest reported (FCC) specific absorption rates (SAR) values of the Palm® Centro™ smart device, visit [www.palm.com/10120](http://www.palm.com/10120).

## Declaration of Conformity

This device meets the FCC Radiofrequency Emission Guidelines and is certified with the FCC as:

FCC ID number: O8F-728.

Industry Canada ID number: 3905A-728

More information on the device's SAR can be found from the following FCC website:

<https://gulfloss2.fcc.gov/prod/otef/cf/eas/reports/GenericSearch.cfm>

## Declaration of Conformity

We, Palm Inc., declare under sole responsibility that the product:

Model name: Centro

Description: PDA phone

Is in conformity with the following standards and/or other normative document:

- ETSI EN 301 511
- ETSI EN 301 908-1
- ETSI EN 301 908-2
- ETSI EN 300 328

- ETSI EN 301 489-1/-7/-17/-24
- EN60950-1
- EN 50360

We hereby declare that the above named product is in conformance to all essential requirements of the RTTE Directive 1999/5/EC.

The conformity assessment procedure referred to in Article 10 and detailed in Annex IV of directive 1999/5/EC has been related to Articles:

- R&TTE Article 3.1 (a) Health and Safety
- R&TTE Article 3.1 (b) EMC
- R&TTE Article 3.2 Spectrum Usage

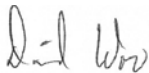
Identification mark: 0984 (Notified Body) CE.

This identification mark is permanently provided on the device label.

The technical documentation relevant to the above equipment will be held at:

Palm Inc.  
950 W Maude Avenue  
Sunnyvale, CA. 94085  
U.S.A.

Person responsible for making this declaration:



David Woo/Sr Compliance Engineer  
Sunnyvale/August 31, 2006

### Bluetooth® Qualification Program

Information about this listing can be found at:  
<https://programs.bluetooth.org/tpg/listings.cfm>

Bluetooth® QD ID: B013349

### Static Electricity, ESD, and Your Palm® Device

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence.

**Description of ESD** Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

**ESD-susceptible equipment** Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your Palm® device, from ESD harm. While Palm has built protections against ESD into its products, ESD unfortunately exists and, unless neutralized, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your Palm device, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

**Precautions against ESD** Make sure to discharge any built-up static electricity from yourself and your electronic devices *before* touching an electronic device or connecting one device to another. The recommendation from Palm is that you take this precaution before connecting your Palm device to your computer, placing a device in a cradle, or connecting it to any other device. You can do this in many ways, including the following:

- Ground yourself when you're holding your device by simultaneously touching a metal surface that is at earth ground. For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- Increase the relative humidity of your environment.
- Install ESD-specific prevention items, such as grounding mats.

**Conditions that enhance ESD occurrences** Conditions that can contribute to the buildup of static electricity in the environment include the following:

- Low relative humidity.
- Material type. (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.)
- The rapidity with which you touch, connect, or disconnect electronic devices.

While you should always take appropriate precautions to discharge static electricity, if you are in an environment where you notice ESD events, you may want to take extra precautions to protect your electronic equipment against ESD.

### Battery safety information

- Do not disassemble or open, crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per this standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short-circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725-200x. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.

- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion or other hazard.

**Precaution against hearing loss** Protect your hearing. Listening to this device at full volume for a long period of time can damage your hearing.

A pleine puissance, l'écoute prolongée du baladeur peut endommager l'oreille de l'utilisateur. Consultez notre site web [www.palm.com/fr](http://www.palm.com/fr) pour plus d'informations.



**Usage Log** Your smart device includes a Usage Log that records software application launches and any device crashes or resets. A hard reset will not erase the Usage Log. We may, for diagnostic purposes, access the Usage Log in products returned to Palm.

**Waste disposal** Please recycle appropriately. For appropriate recycling and disposal instructions please visit: [www.palm.com/environment](http://www.palm.com/environment).





## Specifications

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Radio	<ul style="list-style-type: none"><li>• GSM 850/900/1800/1900 quad band world phone</li><li>• GPRS class 10, class B</li><li>• EDGE up to 59kbps per time slot</li><li>• Supports CSD (circuit-switched data)</li></ul>
Phone features	<ul style="list-style-type: none"><li>• Speakerphone</li><li>• Hands-free headset jack (2.5mm, 4-barrel connector)</li><li>• Microphone mute option</li><li>• TTY/TDD compatible</li><li>• 3-way calling</li></ul>
Processor technology	Intel PXA270 Bulverde processor, 312MHz
Expansion	MicroSD card slot
Battery	<ul style="list-style-type: none"><li>• 11850mAH, rechargeable lithium ion</li><li>• Removable for replacement</li></ul>
Palm OS® version	Palm OS 5.4.9
Camera	<ul style="list-style-type: none"><li>• 1.3 megapixel</li><li>• Still-image capture resolution (1280 x 1024)</li><li>• 2x digital zoom</li><li>• Video capture resolution (352 x 288)</li><li>• Automatic light balance</li></ul>
Size	4.2 in. x 2.1 in. x 0.73 in.

Weight	4.12 ounces
Connectivity	<ul style="list-style-type: none"><li>• IR</li><li>• Bluetooth® wireless technology (1.2 compliant)</li></ul>
Display	<ul style="list-style-type: none"><li>• Touch-sensitive LCD screen (includes stylus)</li><li>• 65,536 colors (16-bit color)</li><li>• User-adjustable brightness</li><li>• 320 x 320 resolution</li></ul>
Keyboard	<ul style="list-style-type: none"><li>• Built-in QWERTY keyboard plus 5-way navigator</li><li>• Backlight for low lighting conditions</li></ul>

Included software	<ul style="list-style-type: none"> <li>• Phone (including Favorites and Dial Pad)</li> <li>• Pics &amp; Videos (includes camera and camcorder)</li> <li>• Messaging (text and multimedia)</li> <li>• Blazer® web browser (Internet)</li> <li>• Pocket Tunes™ Deluxe</li> <li>• Xpress Mail (download required)</li> <li>• VersaMail® (email)</li> <li>• Contacts</li> <li>• Calendar</li> <li>• Memos</li> <li>• Tasks</li> <li>• SIM Book</li> <li>• SIM Services</li> <li>• AT&amp;T Mall</li> <li>• AT&amp;T Music</li> <li>• Music ID (download required)</li> <li>• XM Radio (download required)</li> <li>• Voice Dial</li> <li>• Voice Memo</li> <li>• Documents To Go Professional®</li> <li>• Calculator (Basic and Advanced)</li> <li>• World Clock</li> <li>• My Palm Centro</li> <li>• Palm® Desktop software and HotSync® manager</li> <li>• Push to Talk</li> <li>• Quick Tour</li> <li>• Telenav (download required)</li> <li>• MobiTV (download required)</li> <li>• Instant messaging (IM)</li> </ul>
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System requirements	<ul style="list-style-type: none"><li>• Windows 2000, XP, or Vista with USB port</li><li>• Mac OS 10.2–10.3 with USB port</li><li>• Later versions may also be supported</li></ul>
Operating and storage temperature range	<ul style="list-style-type: none"><li>• 32°F to 104°F (0°C to 40°C)</li><li>• 5% to 90% relative humidity (RH)</li></ul>



# Index

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## SYMBOLS

! in Tasks list 200

## NUMERICs

24-hour clock 239

5-way navigator 35, 36

911 calls 245

## A

AC charger 19

accented characters 41, 42

accessing

application menus 37

applications 45

command buttons 37

documentation 11

email 89, 252

Palm online support 12

Quick Tour 11

web browser 44, 152

World Clock 197

accessories 16

Account Setup dialog 95

accounts

call forwarding and 63

conference calls and 63

customer support for 12

email and. See email  
accounts

phone services and 10

text messages and 112

TTY connections and 82

voicemail and 57

active call buttons 143

Active Call View 58, 59, 142

active calls. See phone calls

Activity Log 103

Add Bookmark command  
153

Add Call button 61

Add Contact command 61

Add New Number dialog 60

Add New Number prompt 61

Add Song button 184

Add to album command 179

adding

accessories 16

bookmarks 153

caller IDs 67, 68

captions to photos 172,  
179

cities to World Clock 197

contacts 66, 132

emoticons 113

events 190, 191

favorite buttons 70–72

nicknames 133

partnerships 75, 161

passwords 247, 248

photos or videos to  
albums 178

playlists 184

private entries 248

QuickText phrases 113

signatures 105

tasks 198

wallpaper 179

addresses

adding recipients 72, 112

entering web 152

highlighting 36

looking up 108

selecting 36, 151

sending messages and

93, 96, 113, 115, 117

synchronizing 269

viewing website 158, 159

Advanced Mode (calculator)  
212, 213

agenda lists 189

Agenda View 80, 189, 194

Alarm check box 191

alarm clock 198

alarm preferences 198

- alarms
  - adding calendar 191, 195
  - adding task 199, 201
  - recording tones for 196
  - selecting tones for 195, 196, 201
- Album command 179
- Album list 98, 176, 179
- albums. *See* photo albums; video albums
- alert buttons 116
- Alert dialog box 57, 117, 211
- Alert Sound pick list 104
- alert tones 79, 104, 121
- alerts
  - See also* alarms
  - changing status of 139
  - clearing 212
  - displaying 84, 146, 211
  - downloading messages and 104, 106, 116
  - hiding text in 120
  - receiving 57, 138, 139, 141
  - responding to 117, 264
  - sending Call-Me 146
- Align key 41, 285
- alternate characters 41, 42
- answering phone 56, 62, 77
- antenna 289
- applets 151
- application categories 241
- application list view 241
- applications
  - See also* specific built-in app; third-party apps
  - accessing menus in 37
  - beaming 222
  - changing default 243
  - closing 43, 282
  - copying 231
  - customizing 241–243
  - defining buttons for 72, 242
  - deleting 27, 216, 217
  - displaying 45, 241
  - downloading 156, 215
  - getting help with 216
  - highlighting 45
  - installing 214–216, 257
  - making phone calls and 60
  - moving around in 33
  - opening 43, 44, 45, 230
  - playing music and 183
  - running on expansion cards 280
  - searching in 211
  - selecting 45
  - sending over Bluetooth devices 219
  - synchronizing 30, 223
  - transferring to device 26
  - troubleshooting 257
  - updating information in 30
  - upgrading and 27
  - viewing information about 11, 218
- Applications button 43, 45
- Applications View 45, 241, 285
- appointments 190, 270
  - See also* events
- Archive folder 217
- area codes 81, 133
- area conversions 213
- arrow icons 35
- Ask to add unknown phone numbers check box 69
- AT&T accounts. *See* accounts
- AT&T customer service 12
- AT&T Mall 155
- AT&T Music 155
- AT&T SIM cards. *See* SIM cards
- Attach Signature option 106

- attachments
    - adding 97–99
    - displaying 100, 205
    - downloading 100, 105
    - removing 97
    - storing large 280
    - supported formats for 205
  - attendee information 192
  - audio. *See* music; sounds;
    - voice memos
  - audio adapters 74
  - Audio Caption command 172
  - Auto Accept Invitations
    - options 147
  - Auto Lock Device option 247
  - Auto naming pick list 175
  - Auto Sync 102, 104
  - Auto-complete option 159
  - Auto-hide Toolbar option 177
  - Auto-Keyguard pick list 244
  - Auto-off After pick list 252
  - auto-off interval 285
  - Availability icons 137–138
  - availability pick list 131
- B**
- back icon (browser) 153
  - Background check box 194
  - background music 177
  - backgrounds 80, 194
  - backing up info 26, 30, 261
  - backlight 39, 238
  - Backlight button 238
  - Backspace key 39
  - Backup folder 217, 258
  - Basic Mode (calculator) 212
  - battery
    - charging 19–21
    - conserving 21, 251
    - disposing of 263
    - inserting 18, 261–263
    - precautions for 19
    - removing 262
    - replacing 22, 261
    - viewing status 20, 21, 86
  - battery door release 16
  - battery icons 21, 84
  - Beam Business Card
    - command 69
  - Beam Category command 221
  - Beam command 221, 222
  - Beam From pick list 222
  - Beam Receive pick list 252
  - Beam Status dialog 221, 222
  - beaming 221–222, 252, 285
  - bell icon 84, 264
  - Bill Balance button 70
  - blank screens 263
  - blank text messages 113
  - blank time slots 194
  - Blazer application 151
    - See also* web browser
  - blinking bell 84, 264
  - Bluetooth adapters 161, 162
  - Bluetooth application 74
  - Bluetooth devices
    - connecting to 74, 163–167, 225
    - disabling 76, 220
    - enabling 76, 220
    - entering passkeys for 165, 167
    - optimal range for 74
    - receiving calls and 59, 76, 273
    - receiving info over 220
    - sending over 219
    - switching between 77
    - synchronizing over 225, 227, 265
    - troubleshooting 274, 278
    - visibility options for 165, 166, 220, 226
  - Bluetooth icon 74, 86
  - Bluetooth icons (Phone application) 84

- Bluetooth technology 161, 218, 285
- bonus software. *See* built-in apps
- Bookmark Page icon 155
- bookmarks 153–155, 221
- Bookmarks View 154, 155
- Bookmarks View icon 154
- border glow (highlight) 36
- brightness (screen) 58, 238, 251
- brightness duration (backlight) 238, 252
- Brightness slider 251
- browsing files 231
- browsing the web. *See* web browsing
- built-in apps 11, 217, 295
  - See also* applications; specific app
- built-in camera. *See* camera
- built-in security software 244
- business cards 69
- buttons
  - See also* favorite buttons
  - accessing command 37
  - customizing 242
  - disabling 60, 245
  - navigating and 35, 36
  - opening apps and 43
  - restoring default 242
  - speed-dialing and 54, 71–72
  - web browsing and 153
- Buttons Preferences screen 242
- C**
- cache 160, 280
- Calc button 212
- calculating device space 26
- calculator 41, 212
- Calculator app 212–213
- calculator modes 212
- calendar
  - accessing 189
  - adding alarms 191, 195
  - adding events 190, 191, 192
  - color-coding events 193
  - customizing 194–195
  - deleting events 193
  - saving 118
  - viewing items on 81, 194
- Calendar application
  - changing fonts for 238
  - changing views for 189
  - opening 44, 81
  - overview 189
  - setting default view 194
- Calendar button 43, 44, 189
- calendar views 189, 194
- call forwarding 63–65
- call forwarding icon 83
- Call Log screen 55, 65, 144
- Call-Me alerts 142, 146
- Call Preferences dialog box 63, 64
- Call Totals dialog box 65
- Call View. *See* Active Call View
- call waiting 62
- Call Waiting dialog box 62
- caller IDs 67, 68
- calls. *See* phone calls
- camcorder resolution 173
- Camcorder View 173, 174, 179
- camera 171, 279, 293
- camera buttons 172
- Camera icon 171
- camera lens 16
- camera settings 174
- Camera View 174, 179
- cancelling menu selections 37
- Caps Lock mode 40

captions. See voice captions  
car kits 73  
Card category 230  
Card Info 232–233  
Card Info button 232  
card readers 182  
carrying cases 273  
cascading style sheets 153,  
159  
Category command 241  
category marker 194  
category names 241  
Category pick list 194, 195,  
200, 241  
Category tab 200  
Center button 15  
Centro smart device  
  adding security for 249  
  charging 19, 20, 22  
  compatible hands-free  
  devices for 73  
  connecting to PCs 29  
  displaying space on 26  
  features described 15–17  
  freeing space on 26, 216,  
  280  
  getting help with 11, 255  
  installing third-party apps  
  and 28, 281  
  locking 246, 247  
  naming 27, 264  
  not responding 259  
  personalizing 235  
  precautions for 289, 291  
  protecting 243–250  
  required items for 10  
  setting up 13  
  storing 16, 17  
  troubleshooting 12, 255  
  turning on and off 49  
  unlocking 246  
  unpacking 9  
certificates 151  
changing  
  bookmarks 154  
  contact information 67  
  contact names 133  
  default applications 243  
  email accounts 102  
  events 193  
  favorite buttons 72  
  owner information 249  
  passwords 248, 249  
  personal IDs 246  
  playlists 184  
  primary buttons 242  
  PTT groups 135–136  
  QuickText phrases 113  
  screen fonts 238  
  sync defaults 223, 224,  
  225, 233  
  sync method 268  
  web page layouts 152  
character entry 40, 42  
character limits  
  memos 206  
  text messages 113  
character searches 211  
charge indicator 15, 20, 21  
charger cable 20  
charging battery 19–21  
charging device 19, 20, 22  
chat icon 119, 122  
chat sessions 119, 120  
Chat View 116, 119  
Choose song button 183  
Choose Songs command  
  184  
Cingular  
  SIM cards 11  
circuit-switched data  
  connections 285  
city information 197, 251  
City pick list 197  
Clear Cache button 160  
Clear Cookies button 160  
clock 196, 239

- See also World Clock
- closing
  - application menus 37
  - applications 43, 282
  - pick lists 38
- color palette 174
- color preferences 121, 174, 240
- color themes 240
- color-coding events 193
- colored backgrounds 36
- command buttons 37
- Community 156
- completed tasks 199, 200, 201
- completion dates 201
- Compress Day View check box 194
- compressed files 214, 215
- computers
  - connecting device to 29
  - creating partnerships for 161
  - installing from 215, 259
  - quarantined files on 257
  - setting up DUN
    - connections for 162
    - synchronizing with 25–30, 32
  - transferring apps to 215
  - transferring media to 180
  - transferring music from 181–182
- Con button (calculator) 213
- Conduit Settings command 224
- conduits 190, 268
- Conference button 63
- conference calls 63, 144
- Confirm message deletion check box 120
- conflicting apps 231, 257
- conflicting events 194
- Connect Bluetooth
  - command 76
- connection icons (phone) 83
- connection icons (web) 152
- connections
  - Bluetooth devices and 74, 163, 219, 220, 225
  - device to PCs 29
  - dial-up networking and 160, 163
  - hands-free devices and 74–77
  - messaging preferences for 121
  - restrictions for 60
  - synchronizing over Bluetooth 225, 227
  - synchronizing over infrared 228–229
  - troubleshooting 272, 276, 278
  - VPNs and 252
  - web services and 152, 160, 276
- constants 213
- Contact Edit dialog box 66
- contact names 52
- contacts
  - adding alerts for 138, 139
  - adding photos to 67, 179
  - adding ringtones for 68
  - categorizing 66
  - changing info for 67
  - checking availability of 137
  - copying 70
  - creating 66, 132
  - deleting 69, 134
  - displaying 67
  - entering events for 192
  - entering phone numbers for 60, 65
  - importing 67
  - looking up 52, 80
  - marking as private 66

- renaming 133
  - saving 118
  - setting preferences for 69
  - sorting 66, 69, 147
  - viewing details about 53, 54
  - Contacts application 65, 69, 238
  - Contacts list 66, 69
  - contracts 10
  - conversion functions (calculator) 212, 213
  - Convert to cellular icon 143
  - cookies 151, 159, 160
  - Copy button 178, 232
  - Copy command 157, 231
  - Copy Items dialog box 178
  - Copy items to pick list 178
  - Copy to command 178
  - Copy To pick list 231
  - copying
    - applications 231
    - contact information 70
    - media files 181
    - messages 118
    - phone numbers 51, 158
    - photos or videos 178
    - text 157
  - copyrighted materials 177
  - corporate email accounts 108, 252
  - corporate servers 252
  - country-specific preferences. *See* language settings
  - coupling 272
  - coverage area 22, 50, 83, 271
  - coverage area alerts 79
  - Coverage in/out pick list 79
  - crashes 264
  - Create chats from messages pick list 121
  - creating
    - application categories 241
    - bookmarks 153
    - business cards 69
    - contacts 66, 132
    - email messages 10, 96, 151
    - events 190, 191
    - multimedia messages 114–116
    - nicknames 133
    - partnerships 75, 161
    - passwords 247, 248
    - playlists 184
    - private entries 248
    - PTT contact lists 132–134
  - PTT groups 132, 134, 140
  - speed-dial buttons 71–72
  - text memos 207
  - text messages 113–114
  - voice captions 172, 179
  - voice memos 207
  - CSD (circuit-switched data) connections 285
  - current date and time 196
  - current events 81
  - Current Privacy list 248, 249
  - customer service 12
  - customizing
    - applications 241–243
    - buttons 242
    - calendar 194–195
    - chat sessions 120
    - email 102–106
    - hands-free devices 77
    - MMS messaging 120
    - system date and time 250
    - system sounds 237–238
    - tasks 201
    - web browser 158–160
- D**
- daily events 195
  - data. *See* information
  - data service icons 152

- data services 89, 151
- databases 211
- Date & Time Preferences
  - screen 191, 250
- date formats 239
- date preferences 250
- Date stamp pick list 175
- dates
  - See also* calendar
  - adding to photos 175
  - changing event 193
  - completing tasks and 199, 200, 201
  - selecting 190
  - setting system 250
  - sorting on 118
  - synchronizing 250
  - viewing current 196
  - viewing due 200, 201
- Day View 189, 194
- daylight savings 197, 198
- decimal values 213, 239
- decompression utilities 215
- Default Alarm pick list 196
- Default Apps Preferences
  - screen 243
- default settings 242
- Default View pick list 81, 194
- degrees 213
- delays 247, 275
- Delete Contact command 69
- Delete events older than pick list 193
- Delete From pick list 217
- Delete Memo command 207
- Delete Task command 201
- Deleted folder 116
- deleting
  - albums 179, 180
  - alerts 212
  - applications 27, 216, 217
  - attachments 97
  - bookmarks 154
  - contacts 69, 134
  - cookies 160
  - device names 27
  - email 101, 102, 280
  - events 193
  - favorite buttons 73
  - files 280
  - memos 207
  - messages 116, 118, 120
  - music from playlists 184
  - passwords 248
  - photos 172, 179, 180
  - playlists 185
  - PTT groups 137
  - tasks 201
  - video clips 174, 179, 180
- desktop software. *See* Palm
- Desktop software device
  - features described 9
  - getting help with 11
- device names
  - Bluetooth devices and 75, 226
  - defined 285
  - selecting 264
  - selecting Centro 27
- devices. *See* Bluetooth devices; hands-free devices; Centro smart device
- Dial another call prompt 62
- Dial button 55
- Dial Number dialog box 55
- Dial Pad 41, 51, 59
- Dial Pad button 59
- Dial Preferences screen 81
- dial text message 163
- dialog boxes 12, 37, 285
- dial-up networking 84, 160–163, 278
- digital cameras 175
  - See also* camera
- dimmed images 263



- dimming backlight 238, 252
  - dimming the screen 44
  - Disable cookies box 159
  - Disable JavaScript box 159
  - disabling touch-sensitive features 245
  - discovery 164, 165, 220
  - Discovery icon 165
  - Discovery Results list 165, 219
  - discussion groups 12
  - display formats 239
  - Display my name in chat
    - window as option 121
  - Display Options box 194
  - Display Options command 194
  - displaying
    - alerts 211
    - application info 218
    - application menus 37
    - applications 45, 241
    - attachments 100, 205
    - bookmarks 154
    - connection info 152, 163
    - contact info 53, 54, 67
    - current date and time 196
    - due dates 200, 201
    - email messages 99, 189, 194
    - error messages 282
    - event categories 194
    - events 81, 194, 195
    - favorite buttons 54
    - free space 26
    - items in pick lists 38
    - multimedia messages 116, 117
    - personal calendar 189
    - phone status 83
    - photos 175, 176, 180
    - private entries 248, 249
    - signal strength 83
    - slide shows 177
    - tasks 189, 194, 200, 201
    - video clips 175, 176, 180
    - video recording time 173
    - web addresses 159
    - web pages 151, 153
  - documentation 10, 11, 12, 35
  - Documents application
    - See also* Documents To Go
  - Documents button 206
  - Documents To Go 205–206
  - downloading
    - applications 156, 215
    - attachments 100, 105
    - email messages 102
    - files 156, 175, 214
    - multimedia messages 116, 121
    - Palm info and updates 12
    - ringtones 77, 156
    - text messages 116
  - Downloads bookmark 156
  - drafts 97, 114
  - drained battery icon 21
  - draining the battery 20, 21
  - Draw on command 172
  - drivers 228
  - drop-down lists. *See* pick lists
  - Due Date pick list 199
  - due dates 199, 201
  - DUN connections 84, 160–163, 278
  - Dynamic Call command 141
- ## E
- earpiece 15, 140
  - echoes 272
  - EDGE connections 83, 276, 277, 286

- Edit Bookmark List dialog box 155
- Edit Bookmarks command 154, 155
- Edit Categories option 193
- Edit Category screen 68
- Edit Favorite command 72
- Edit Group command 135
- Edit Group dialog box 136
- Edit Location dialog box 251
- Edit Playlist dialog box 184
- edit screens 37
- Effects pick list 174
- email
  - See also* attachments
  - accessing 89, 252
  - adding signatures 105
  - addressing 72, 96
  - checking 85, 189, 194
  - creating 10, 96, 151
  - defining buttons for 72
  - deleting 101, 102, 280
  - dialing from 54
  - forwarding 100
  - resending 97
  - restrictions for 60
  - retrieving 85, 99, 102
  - scrolling 99
  - selecting default
    - application for 243
  - sending 97, 107, 117, 151
  - setting alerts for 104
  - setting preferences for 102, 104, 105
  - sorting 101
  - troubleshooting 275
  - viewing status of 101
- email accounts
  - changing 102
  - setting up 92, 93, 94, 106
- Email application
  - opening 44
- Email application. *See* VersaMail application
- email applications 65, 89, 243, 277
- Email icon 93
- email providers 89, 92
- emergency calls 245
- emoticons 113
- empty battery icon 21
- empty time slots 194
- Empty Trash command 102
- Enable background play
  - check box 184
- Enable Fixed Number Dialing
  - check box 246
- encryption 151
- Eng(x) display format 213
- engineering notation 213
- Enhanced Data rates for GSM Evolution. *See* EDGE connections
- envelope icon 101
- errors 267, 273, 282
- Escalate ring tone volume
  - check box 78
- event conflicts 194
- Event Details dialog box 191, 192, 193
- event preferences 191
- events
  - adding alarms for 191, 195
  - categorizing 193
  - changing 193
  - color-coding 193
  - creating 190, 191
  - deleting 193
  - displaying 81, 194, 195
  - entering incorrect time zones and 270
  - scheduling repeating 192
  - synchronizing 189
  - troubleshooting 270–271
  - viewing duration of 194
- Excel spreadsheets 98, 205

- Exchange ActiveSync
  - accounts 106, 107, 108
- Exchange Address Book 269
- Exchange servers 106, 108, 189
- exiting applications 282
- expansion card
  - installing from 216
- expansion card slot 229, 230
- expansion cards
  - accessing items on 231
  - caution for 231, 233
  - copying to 178, 231
  - deleting apps on 216
  - displaying photo or video
    - albums on 176
  - downloading to 156
  - formatting 232, 233
  - inserting 229
  - managing files on 231
  - moving files to 27, 181
  - opening items on 206, 230, 280
  - removing 230
  - renaming 232
  - sending attachments to 100
  - storing information on 209, 229
  - transferring applications
    - from 26, 231
  - troubleshooting 232
  - viewing information about 232
- Export to SIM command 70
- extensions (phone) 71
- Extract Call button 63
- F**
- fade setting 194
- Fast mode (browser) 159
- Fast mode icon 153
- favorite buttons 54, 70–73, 286
- Favorites tab 54
- FDN list 246
- features 9
- feedback 272
- files
  - See also specific type*
  - accessing 205, 252
  - attaching to email 98, 99
  - browsing 231
  - checking size of 218
  - deleting 280
  - downloading 156, 175, 214
  - moving 27, 181, 280
  - opening 205, 206
  - saving 206
  - streaming 157
  - transferring to device 26, 205
- Files application 231
- financial calculator 212
- financial functions 213
- Find dialog box 211
- Find Text on Page command 158
- finding
  - chat sessions 119
  - contacts 52, 80
  - specific characters 211
  - text 158, 211
  - wireless services 82
- firewalls 252
- Fixed display format 213
- fixed number dialing 246
- flight mode 50
- Float display format 213
- folder pick list 101
- folders
  - accessing 269
  - deleting messages in 118
  - locating 265
  - sorting messages in 118

- switching between Inbox 101
- Font command 152, 238
- fonts 152, 238, 239
- forgetting passwords 246, 249
- Format Card command 233
- format options (email) 105
- Formats Preferences screen 239
- formatting expansion cards 232, 233
- forums 12
- Forward all calls list 64
- forward icon (browser) 153
- forwarding
  - email 100
  - phone calls 63–65
- Free Space information 26
- freeing memory 160, 216, 280
- freezes 260
- full charge (battery) 19

**G**

- Game Volume pick list 238
- General Packet Radio Service technology. *See* GPRS connections

- getting started 10, 11, 23
- Getting Started CD 10
- Glossary 285
- GPRS connections 83, 276, 277, 286
- GPS receivers 167
- gradients 213
- graphics. *See* images
- groupware information 106

**H**

- Handheld overwrites
  - Desktop option 224
- Handheld overwrites
  - Macintosh option 225
- hands-free devices
  - adding 73, 76
  - checking status of 84
  - connecting to 74–77, 163
  - customizing 77
  - disabling or enabling 59
  - entering passkeys for 75
  - finding compatible 74
  - troubleshooting 273–275
- Hands-free Setup button 75
- hanging up phone 60, 62, 63
- hard resets 246, 260
- hardware 9
- headphones 74, 180

- headset button 59
- headset jack 16
- headsets 60, 73, 167
- help 11, 12, 255, 282
- hexadecimal characters 213
- Hide Records option 248
- hiding
  - blank time slots 194
  - private entries 248
  - toolbars 157, 177
- highlight, moving 36
- highlighting
  - applications 45
  - items in pick lists 38
  - menu items 37
  - phone numbers 55
  - text 36, 37
  - web links 36, 152
- hints 247
- History list 158
- Hold button 59
- holidays 192
- home city 197
- home page 153, 158
- HotSync icon 223, 266
- HotSync Log 267
- HotSync manager 227, 228, 286

- HotSync operations. *See* synchronization
- HotSync Setup button 226
- HotSync technology 286
- HTML messages 100, 105
- hyper links. *See* web links
- I**
- icons 241
- IM application 295
- image files 114, 156, 175
- images
  - See also* photos; pictures
  - dimmed 263
  - disabling web 153, 159
  - downloading 156
  - saving 157
  - selecting as wallpaper 80
  - sending 114, 115
  - transferring to expansion cards 27, 280
  - troubleshooting 278
- importing
  - contact information 67
  - phone numbers 199
- inactivity 247, 252, 263
- Inbox 99, 101, 122
- Incoming dialog box 104
- incompatible applications 231, 257
- Incompatible Apps folder 26
- indicator light 15, 20, 21
- Info screens 218
- information
  - backing up 26, 30, 261
  - beaming 221
  - entering 39–41
  - erasing all 264
  - losing 233, 246, 260, 261
  - marking private 248–249
  - masking 244, 248
  - protecting 243, 246
  - receiving 220, 222
  - sending over Bluetooth devices 219
  - storing 209, 229, 280
  - synchronizing 28, 30, 223
  - transferring 26, 221
  - updating 30, 209
  - upgrading and 27
- infrared port. *See* IR port
- Install Tool 215
- installing
  - applications 214–216, 257
  - Palm software 25, 27, 215, 259
  - SIM cards 17–19
  - synch software 28–29
  - third-party applications 280
  - VPN client software 252
- Instant Messaging 123
- instant messaging 127, 295
- interference 272, 274
- internal memory. *See* memory
- international characters. *See* alternate characters
- international clock. *See* World Clock
- international information. *See* language settings
- Internet 149, 175, 214, 276
  - See also* web browsing
- Into album pick list 178
- invalid characters 114
- invitations 133, 135, 146, 147
- Invite ALL Members
  - command 136
- Invite Selected Member
  - command 136
- IR port
  - beaming from 221, 222
  - defined 286

synchronizing over 228,  
265  
iTunes 182

## J

JavaScript elements 159

## K

key terms. *See* Glossary

keyboard

- dialing from 52
- entering alternate characters from 41, 42
- entering info from 39–41
- locking 49, 244
- restoring defaults for 242
- searching from 81

keyboard backlight 39, 238

Keyguard 49, 244

Known Caller pick list 78

## L

Label color pick list 121

land-line phones 56

language settings 19, 239,  
259

Lanyard loop 16

laptops 227, 228

LED light 15, 20, 21

length functions 213

lightning bolts 21, 85

links. *See* URLs; web links

List By option 69

list screens 36, 37

*See also* pick lists

list view (applications) 241

listening to

- music 74, 180, 183
- voice captions 176
- voice memos 208
- voicemail 57

location information 250

Lock & Turn Off option 248

lock codes 245

Lock Device dialog box 247

Lock icon 152, 177, 221

Lock SIM check box 245

locking

- keyboard 49, 244
- phone 245–246
- screen 245
- smart device 246, 247

logging in to corporate servers 252

logic functions 213

looping (device) 260

losing

- information 233, 246,  
260, 261

passwords 246, 249

low coverage areas 271

lowercase letters 40

## M

Mac systems

- installing from 29, 215
- removing apps and 217
- requirements for 25
- synchronizing and 31,  
224, 229, 266

transferring music from  
181, 182

- uninstalling desktop software and 267
- upgrading and 27, 258,  
267

magnet 17

mail. *See* email

Mail Chooser

opening 44

mail servers 96, 107

Mail Type pick list 95

Main tab 50, 80

Manage Playlists command  
184

map (World Clock) 197

marking information as  
private 248–249

- masks 244, 248
- mathematical functions 213
- Media application 180
- media features 22, 49
- Media Player 182
- memory
  - freeing 160, 216, 280
  - running apps and 280
  - saving 193
  - storing web pages and 160
- memory slots (calculator) 213
- memos 207, 271
  - See also notes; voice memos
- Memos application
  - changing fonts for 238
  - opening 44, 207
  - overview 203
- Memos button 207
- Menu icon 37
- menu items 37
- Menu key 15, 39
- menu shortcuts 38
- menus 37
- Message Center option 146
- message icons 122
- Message Tone pick list 122
- messages
  - See also email; multimedia and text messages
  - defining buttons for 72
  - displaying status of 122
  - invalid characters in 114
  - retrieving voicemail 58, 84
  - saving as drafts 97, 114
  - selecting phone numbers in 54
  - sending from PTT lists 145
  - setting color of 121
  - setting formats for 105
  - setting preferences for 120–122
  - setting priority for 116
  - troubleshooting 275
- Messages tab 120
- Messaging application
  - changing fonts for 238
  - customizing 120
  - opening 44
  - overview 112
  - sorting options for 118
  - status icons for 122
  - viewing contacts and 65
- messaging applications 243
- Messaging button 15, 43, 44
- messaging services 112
- metric values 213
- microphone 16, 59, 175
- Microsoft Excel
  - spreadsheets 98, 205
- Microsoft Exchange servers 106, 108, 189
- Microsoft Office Manager
  - See Documents To Go
- Microsoft Outlook. See Outlook
- Microsoft Windows. See Windows systems
- Microsoft Word 98, 205
- mirror 16
- mismatched languages 259
- MMS messaging 112, 286
- MMS messaging services 10, 275
- MMS Receipts option 120
- mobile networks 272
- MobiTV 295
- modems 161
- Modify FDN command 246
- Month View 189, 195
- moving around device 33, 35
- moving through web pages 152, 159
- multimedia files 114, 175, 176, 280

- multimedia icons 122
- multimedia messages
  - adding voice memos 208
  - addressing 115
  - attaching photos or videos to 172, 174, 177
  - checking status of 85
  - copying 118
  - creating 114–116
  - deleting 116, 118, 120
  - dialing from 54
  - displaying 116, 117
  - downloading 116, 121
  - playing 117
  - previewing 116
  - prioritizing 116
  - restrictions for 60
  - retrieving 85
  - sending 112, 116
  - setting alert tones for 121
  - setting delivery confirmation for 120
  - sorting 118
  - storing 280
  - troubleshooting 112, 275
  - viewing details of 118
- multimedia messaging services. *See* MMS messaging services

- music
  - adjusting volume 183
  - answering phone and 56
  - changing playlists for 184
  - creating playlists for 184
  - downloading 156
  - listening to 74, 180, 183
  - memory and 280
  - pausing 183
  - playing 157, 183
  - selecting 183
  - stopping 183
  - uploading 181
- music files 156, 181, 280
- Music ID 156
- Music Player 156, 181
- music player. *See* Pocket Tunes
- Music\_Audio folder 182
- Mute button 59
- My Centro icon 11
- My Minutes button 70

## N

- names
  - making PTT calls and 131, 147
  - personalizing 133
  - sorting on 118

- synchronizing and 264, 285
- naming
  - categories 241
  - device 27, 264
  - expansion cards 232
  - photo albums 171
  - photo groups 175
  - playlists 184
  - PTT groups 134
  - video albums 173
  - voice memos 207, 208
- navigator buttons 35, 36
- network connection icon 163
- Network tab 121
- networks 82, 121, 272, 276
- New Bookmark dialog 153
- New Contact command 66, 132
- New Favorite command 71
- New Favorites dialog 71, 72
- New Group command 134
- New Group dialog 134
- New message option 120
- New Message screen 97
- Next Song button 183
- nicknames 133
- Normal mode 153, 159
- Note button 66



notes 66, 193, 199, 206  
notifications 57  
*See also* alerts  
number formats 239  
number pad 66  
numbers 40, 212, 213

## O

offline synchronization 269  
offline viewing (web) 154  
on-device documentation 11  
online forums 12  
online support (Palm) 12  
opening  
    applications 43, 44, 45,  
    230  
    Applications View 45  
    Call Log 55  
    Dial Pad 51, 59  
    email applications 277  
    files 205, 206  
    History list 158  
    HotSync manager 223  
    Pocket Tunes 183  
    Push to Talk 131  
    Quick Tour 11  
    Redial list 55  
    web browser 44, 152  
    World Clock 197

operating systems 25, 259,  
287  
Optimized Mode 151, 152  
Option key 39, 40, 44, 286  
Option Lock mode 40, 113  
Organize Favorites command  
    71, 73  
organizer features 22, 49,  
187  
Outbox 97, 122, 123  
Outlook  
    adding caller IDs and 68  
    appointments and 190  
    duplicate entries in 269  
    synchronizing with 29, 31,  
    269  
    time zones and 190, 270  
Outlook folders 269  
overdue tasks 189, 194, 200  
owner information 249  
Owner Preferences screen  
    249, 250

## P

Page View 154, 158, 159  
paging 113  
pairing. *See* partnerships  
Palm Desktop software  
    adding caller IDs and 68

appointments and 190  
    defined 286  
    installing 25, 27, 215, 259  
    password-protecting 249  
    reinstalling 269  
    synchronizing with 29, 31,  
    265  
    time zones and 190, 270  
    troubleshooting 259, 265  
    uninstalling 267  
    viewing and editing media  
    from 180  
PALM folder 171, 173  
Palm Install Tool *See* Install  
    Tool  
Palm online support 12  
Palm OS (defined) 287  
Palm OS application files 214  
Palm OS database files 214  
Palm OS devices 26, 267,  
268  
Palm Software Installation  
    CD 259  
paper clip icon 97, 100  
partial battery icon 21  
partnerships 75, 161, 287  
passkeys 74, 75, 161, 165  
Password box 247, 249  
password hints 247

- passwords
  - changing 248, 249
  - deleting 248
  - dialing 71
  - email and 94
  - forgetting 246, 249
  - owner info and 249
  - private entries and 244, 248
  - requiring 246
  - unlocking Centro and 246
  - voicemail and 58
- Paste command 158
- pasting
  - phone numbers 51
  - text 158
- Pause button 183
- pausing
  - music 183
  - streamed content 157
  - video playback 174, 177
  - video recording 174
  - voice memos 208
- PCs. *See* computers
- PDF files 98, 205
- pending alerts 117, 264
- Pending invitation icon 135
- pending messages 120, 123
- personal identification
  - numbers. *See* PINs
  - personal information 187, 243, 246, 249
- personal information managers 259, 287
- personalizing device 235
- phone
  - See also* phone calls;
  - Centro smart device
    - adding hands-free devices for 73, 76
    - adjusting volume 24, 79, 80
    - answering 56, 62, 77
    - conference calls and 63
    - dialing 51–55, 66, 71, 81
    - getting started with 23
    - hanging up 60, 62, 63
    - keyboard backlight and 39
    - listening to music and 56
    - locking 245–246
    - overview 58
    - receiving messages and 117
    - restrictions for 60
    - running apps and 60
    - searching for wireless networks for 82
  - selecting tones for 78–79
  - service carrier for 10
  - setting preferences for 63, 64, 77
  - silencing ringer for 56, 237
  - switching to PTT calls and 143
  - troubleshooting 271–273
  - turning on and off 50
  - viewing usage for 55, 65
- Phone application
  - customizing 77–83
  - defined 287
  - displaying events in 195
  - opening 44, 50
  - overview 47
  - selecting wallpaper for 179
  - status icons for 83–85
- phone book 67, 69, 70
- Phone button 43, 44, 56, 60
- Phone Call screen 56
- phone calls
  - See also* phone; phone numbers
  - adding a second 61
  - disabling screen for 245
  - driving and 73
  - forwarding 63–65

- making 51–55, 59, 61, 81
- muting 59
- placing on hold 59, 61
- receiving 56, 62
- restricting 246
- sending to voicemail 56
- switching between 62
- viewing details about 58
- Phone Display Options
  - command 80
- phone icons 83
- phone indicator. *See* indicator light
- Phone Info screen 24
- Phone Lock 245, 246
- phone numbers
  - adding for contacts 60, 65
  - adding pauses to 66, 71
  - adding prefixes to 81, 82
  - clearing 51
  - copying 51, 158
  - creating Quick Keys for 72
  - creating speed-dial buttons for 71–72
  - dialing extra digits with 71
  - dialing with voice commands 53
  - entering 51, 52, 66
  - getting device
    - highlighting 36
    - importing 199
    - pasting into Dial Pad 51
    - redialing most recent 55
    - saving 60
    - selecting 54, 55, 158
- Phone Off message 50, 83
- photo albums 98, 171, 176, 178, 179
- Photo Settings screen 174
- photos
  - See also* pictures
  - adding captions 172
  - adding to albums 178, 179
  - adding to contacts 67, 179
  - copying 178
  - deleting 172, 179, 180
  - displaying info about 179
  - downloading 156
  - grouping 176
  - personalizing 172, 174
  - rotating 179
  - selecting as wallpaper 179
  - selecting background 194
  - sending 97, 115, 172, 177
  - setting default size 175
  - storing 169, 171
  - synchronizing 180
  - viewing 175, 176, 180
- pick lists 36, 38
- Pics & Videos app 175
- Pics & Videos icon 176
- picture formats 175
- Picture list 177
- pictures
  - See also* images; photos
  - attaching to multimedia messages 114, 115
  - saving 118, 172, 175
  - setting preferences for 174–175
  - synchronizing 68
  - taking 171–172, 279
- PIMs 259, 287
- PIN unlock key 287
- PINs 245, 287
- plain text formats 100, 105
- Play button 183
- Play icon (browser) 157
- playing
  - multimedia messages 117
  - music 157, 183
  - streamed content 157
  - video clips 174, 176
  - voice captions 176
  - voice memos 208
  - voicemail messages 57
- playlists 184

- plug-ins 151, 277
- Pocket Tunes 180, 183
- Pocket Tunes Deluxe 156, 181
- Pocket Tunes icons 183
- POP protocols 105
- power preferences 22, 251
- Power/End button 49, 50
- PowerPoint files 98, 205
- preferences
  - alarm tones 195
  - alert tones 79
  - applications 242, 243
  - buttons 242
  - calculator 213
  - camera 174
  - contact information 69
  - country-specific 239
  - email 102, 104
  - events 191
  - hands-free devices 77
  - Keyguard 244
  - messaging 120–122
  - owner information 249
  - phone 63, 64, 77
  - power settings 251
  - ringtones 78
  - system colors 240
  - system info 191, 250
  - system sounds 237
  - tasks 201
  - web browser 154
  - web pages 158–160
- Prefs button 250
- preinstalled apps 11, 217, 295
  - See also* applications; specific application
- preset delays 247
- preset passkeys 75, 165, 167
- pressing keyboard keys 39
- pressing onscreen buttons 245
- Previous Song button 183
- primary applications 242
- primary buttons 242
- prioritizing messages 116
- prioritizing tasks 199, 201
- privacy flag 199
- Privacy Mode check box 120
- Private check box 248
- private entries 244, 248–249
- processor 293
- programs. *See* applications; software
- progress indicator (video) 174
- Prompt sound pick list 174
- protecting device 243–250
- protecting personal information 243, 246
- protecting the screen 16
- proxy servers 160
- PTT accounts 130
- PTT buttons 143
- PTT calls
  - See also* Push to Talk
  - adding a second 144
  - checking contact availability 137
  - converting to cellular 143
  - customizing 147
  - ending 140
  - making 139–141, 144
  - overview 127, 130
  - placing on hold 143
  - receiving 141–142
  - sending messages and 145, 146
  - setting availability for 131, 132
  - updating names for 147
  - viewing details about 142
  - viewing messages for 146
- PTT group names 134

- PTT groups
  - changing 135–136
  - contacting members in 141, 144
  - creating 132, 134, 140
  - deleting 137
  - joining 135
  - leaving 137
- PTT lists 130, 132–134
- PTT Settings dialog box 147
- pTunes icon 181
- PUK (PIN unlock key) 287
- Purge command 119, 193, 201
- Purge pick list 119
- purging information 27
- push technology 106–108
- Push to Talk app 16, 127, 131
  - See also* PTT calls
- Push to Talk status icons 85
- Q**
  - quarantined files 25, 28, 257
  - quick buttons 43–44, 242
  - Quick Groups 140, 144
  - Quick Install 287
  - Quick Keys 72, 287
  - Quick Tour 11
  - QuickText phrases 113
- R**
  - radians 213
  - radio 293
  - random numbers 213
  - range (Bluetooth devices) 74
  - Rcl button (calculator) 213
  - receipts (messaging) 120
  - recently viewed web page icon 153
  - rechargeable battery. *See* battery
  - Record command 221
  - Record Completion Date check box 201
  - recorder 207
  - recording
    - ringtones 78
    - sounds 196
    - videos 115, 172–173
    - voice memos 207
    - voice messages 145
  - Records button 218
  - recovering information 264
  - recovering passwords 249
  - recurring events 192, 195
  - Redial list 55
  - redirector (websites) 277
  - refreshing web pages 153, 277
  - reinstalling Palm Desktop software 269
  - reinstalling third-party applications 257, 258, 261
  - Remember Last Category option 69
  - Reminder Sound pick list 196
  - reminders. *See* alarms; alerts
  - Remote Address Lookup 108
  - Remove from album command 179
  - removing. *See* deleting
  - Rename Card command 232
  - Rename Memo command 208
  - renaming contacts 133
  - repeat intervals (events) 192
  - Repeat list 192, 196, 199
  - repeating alarms 196
  - repeating events 192, 195
  - repeating tasks 199
  - rescheduling events 193
  - Reset Counters button 65
  - resets 257, 259–261
    - caution for 246, 260
  - Resolution pick list 175

resolution settings 172, 173  
restarting device. *See* resets  
restoring factory defaults 242  
Return key 39  
Review photos/videos pick list 175  
ringer 56, 80, 237  
Ringer switch 17, 50  
ringtone file types 114, 156  
Ringtone pick list 68  
ringtones  
    adding to caller IDs 68  
    downloading 77, 156  
    recording 78  
    sending with messages 98, 114, 115  
    setting for phone 78–79  
    setting preferences for 78  
rotating photos 179

## S

Save As command 206  
Save as Contact command 179  
Save as Wallpaper command 179  
Save List button 184  
Save Page command 154  
Save Picture command 118  
Save Sound command 117  
saved web page indicator 154  
saving  
    calendars 118  
    contact information 118  
    files 206  
    images 157  
    messages 97, 114  
    phone numbers 60  
    pictures 118, 172, 175  
    playlists 184  
    video clips 174, 175  
    voice memos 207  
    web pages 154  
scheduling events 190, 191, 192  
Sci(x) display format 213  
scientific calculator 212  
scientific notation 213  
screen  
    activating items on 36  
    activating wrong features 263  
    adjusting brightness 58, 238, 251  
    aligning 240  
    dimming 44  
    disabling 244, 245  
    highlighting items on 36  
    locking 245  
    moving around on 33, 35  
    protecting 16  
    selecting items on 36, 37, 38  
    troubleshooting 263–264, 273  
    turning on or off 49, 252, 273  
    waking up 49  
screen fonts 238  
screen protectors 264  
scroll arrows 36, 99  
scrolling 152, 159  
searching for  
    contacts 52, 53, 80  
    specific characters 211  
    text 158, 211  
    wireless services 82  
secondary apps 242  
secure websites 151, 152, 278  
security 75, 243, 248, 249  
Security button 247, 248  
security certificates 151  
Security command 249  
Security screen 247  
security software 244

- Select Font dialog box **239**
- Select Media screen **98**
- Select Network command **82**
- self-portrait mirror **16**
- Send button **15**
- Send command **219**
- Send To Handheld droplet **182**
- sending
  - applications over
    - Bluetooth **219**
    - Call-Me alerts **146**
    - calls to voicemail **56**
    - email **97, 107, 117, 151**
    - email (Xpress Mail) **111**
    - multimedia messages **112**
    - photos **97, 115, 172, 177**
    - text messages **55, 56, 112, 146**
    - to chat rooms **120**
    - video clips **174, 177**
    - voice memos **208**
    - voice messages **145**
- Sent folder **122**
- servers **96, 107, 252**
- service contracts **10**
- Set All Contact Alerts
  - command **139**
- Set Contact Alert option **139**
- Set Your Name option **147**
- settings (incompatible) **257**
- Setup Devices button **226**
- Setup Devices dialog box **75, 161, 164, 226**
- Shift/Find key **40, 211**
- Shop Music **156**
- short text messaging. *See* SMS messaging
- Show Address Bar option **159**
- Show Calendar event option **81, 195**
- Show Categories option **201**
- Show Category Column option **194**
- Show Category List option **194, 195**
- Show Completed Tasks option **201**
- Show Due Dates option **199, 201**
- Show Due Tasks option **194**
- Show Messages option **194**
- Show Priorities option **201**
- Show Records option **248, 249**
- Show SIM Phonebook option **69, 70**
- Show Time Bars option **194**
- Show timestamps in chats
  - option **121**
- Shutter sound pick list **174**
- Side button **15, 242**
- signal strength **83, 271**
- Signal Strength icon **271**
- signatures **105**
- silencing system sounds **56, 237**
- silencing the ringer **56**
- silent alarm **78, 79, 196, 237**
- silent alerts **121**
- SIM Book command **67**
- SIM card
  - Cingular **11**
- SIM cards **11, 17, 245, 288**
- SIT files **214, 215**
- size information **218**
- slide shows **177**
- slides **114, 288**
- Slideshow Setting command **177**
- smartcards **288**
- SMS messaging **112, 288**
- soft resets **259**
- software
  - See also* applications
  - accessing **10, 156**

- conflicts with 267
- installing 269
- troubleshooting 259
- uninstalling 267
- updating 257
- Software Installation CD 259
- songlists. *See* playlists
- songs. *See* music
- Sort by check box 201
- Sort by Date command 118
- Sort by Name command 118
- Sort command 118
- Sort contacts by availability setting 147
- sorting
  - contacts 66, 69, 147
  - messages 101, 118
  - tasks 201
- Sound & Alerts Preferences screen 195
- sound clips 114, 115, 117
- Sound Off position (ringer) 56, 237
- Sound On position (ringer) 237
- sounds 114, 195, 196, 237
- Sounds button 237
- space (device) 26, 280
- Space key 39
- speaker 16
- speakerphone 22, 59, 140, 272
- Speakerphone button 59
- special characters 40, 42, 114
- speed-dial buttons 54, 71–72
- speed-dial icon 54
- spreadsheets 98, 205
- starting chat sessions 119
- static 272, 274
- static electricity 290
- statistical functions 213
- statistical information 218
- status icons 83–85, 101
- stereo adapters 74, 180
- stereo headsets 74, 180
- Sto button (calculator) 213
- storing
  - Centro 16, 17
  - information 209, 229, 280
  - music files 182
  - notes 206
  - photos 169, 171
  - videos 169, 173
- streaming content 157, 288
- style sheets 153, 159
- stylus 35, 37, 38
- support (AT&T) 12
- support (Palm) 12
- Swap button 62
- SXGA digital camera. *See* camera
- symbols 40, 42, 66, 114
- sync. *See* synchronization
- sync button 31, 182
- sync cable 31
- sync connector pin 16
- synchronization
  - Bluetooth devices and 163, 225, 227
  - changing defaults for 223, 224, 225, 233
  - device names and 28
  - Exchange ActiveSync and 106
  - IR ports and 228–229
  - offline 269
  - Outlook and 269
  - overview 30, 209
  - precautions for 26
  - removing apps and 217
  - setting up device for 25–30
  - starting 31
  - third-party applications and 68, 259, 261, 264
  - troubleshooting 264–271



synchronization software  
28–29, 242, 268

Synchronize the files setting  
268

system colors 240

system dates and time 197,  
250

system errors 267, 273, 282

system requirements 25

system resets 257, 260

system sounds 56, 237–238

System Volume pick list 238

## T

tabs 51, 60, 81

taking pictures 171–172, 279

Tap and Drag check box 159

tapping 35, 36, 38, 240

Task Details dialog 198, 199

tasks

- See also* events
- adding alarms 199, 201
- categorizing 199
- completing 199, 201
- creating 198
- deleting 201
- displaying 189, 194, 200
- marking as private 199
- prioritizing 199, 201
- viewing attachments and 100
- viewing due dates for 200, 201

Tasks application 198, 238

Tasks button 198

Tasks list 189, 199, 200, 201

Tasks Preferences screen 201

technical support (AT&T) 12

technical support (Palm) 12

Telenav 295

telephone. *See* phone;  
phone calls

temperature conversions 213

text

- copying 157
- displaying on backgrounds 194
- entering 40, 207
- finding 158, 211
- highlighting 36, 37
- resizing 152
- selecting 37, 118, 159
- truncated 271

text message icon 122

text messages

- See also* messages
- addressing 113
- checking status of 84, 85
- creating 113–114
- deleting 116, 118, 120
- dialing from 54
- downloading 116
- making calls and 119
- opening 116
- retrieving 85
- selecting links in 117
- sending 55, 56, 112, 146
- setting alerts for 121
- special characters and 114
- troubleshooting 275

text messaging services 10,  
275

third-party applications

- 5-way navigator and 35
- adding caller IDs and 68
- adding security and 249
- backing up info and 26,  
261
- beaming and 223
- caution for 243, 257
- compatibility with 25, 28
- deleting 27, 281
- getting help with 216
- hard resets and 260
- installing 257, 280

- manually deleting 217
  - moving 27
  - reinstalling 257, 258, 261
  - searching in 211
  - synchronizing and 28
  - troubleshooting 281–282
  - uninstalling 216, 260
  - VPN clients and 253
  - third-party software. *See*
    - third-party applications
  - Thumbnail View 176, 177, 180
  - time
    - recording videos and 173
    - scheduling events and 190, 193
    - setting system 250
    - viewing 196
  - time bars 194
  - time formats 239
  - time preferences 250
  - time slots (calendar) 194
  - Time Zone pick list 190
  - time zones 191, 250, 270
  - Timed Events check box 195
  - timestamps 121
  - tips 9, 11
  - Tips icon 12
  - to do items. *See* tasks
  - toolbars 157, 177
  - touchscreen. *See* screen
  - Touchscreen Preferences
    - screen 240
  - touch-sensitive features 245
  - transactions 152, 278
  - transmission delays 275
  - Trash folder 101, 102
  - travel alarm 198
  - trickle-charging device 20
  - trigonometric functions 213
  - troubleshooting 12, 255
  - truncated text 271
  - Trusted Devices button 164
  - Trusted Devices list 161, 164, 166, 220
  - trusted pairs. *See*
    - partnerships
  - TTY/TDD devices 82
  - tutorial 11
  - Typing starts search option 80
- ## U
- unauthorized users 243
  - Unfiled category 220
  - uninstalling
    - Palm software 267
    - third-party apps 216, 260
  - Unknown Caller pick list 78
  - unlocking
    - smart device 246
    - the keyboard 244
  - unread messages 85, 105, 122, 189, 194
  - untimed events 191, 192, 195
  - updating
    - application software 257
    - information 30, 209
    - World Clock 197
  - upgrades 25, 71, 257, 267
  - uploading music files 181
  - uppercase characters 40
  - urgent messages 122
  - URLs 117, 152, 159, 221
    - See also* web links
  - USB hubs 30, 266
  - USB ports 30
  - Use color for pick list 121
  - user discussion groups 12
  - user folders 258, 265, 288
  - User Guide* 11
  - usernames 95
- ## V
- Validity Period option 120

- VersaMail application
    - changing accounts for 102
    - customizing 102–106
    - documentation for 280
    - getting started with 92
    - opening 93
    - sending email and 89, 97, 100
    - setting up 93, 94, 106
    - troubleshooting 275
  - version numbers 218
  - Vibrate pick list 78, 79, 196
  - vibrating alarm 78, 79, 196, 237
  - video albums 173, 176, 178, 179
  - video files 114, 156, 176
  - video recording screen 173
  - Video Settings screen 174
  - videos
    - adding to albums 178, 179
    - adjusting volume for 174
    - attaching to messages 97, 114, 115, 174
    - copying 178
    - deleting 174, 180
    - displaying info about 179
    - downloading 156
    - grouping 176
    - jumping to specific sections of 174
    - pausing 174, 177
    - playing 157, 174, 176
    - recording 115, 172–173
    - removing from albums 179, 180
    - saving 174, 175
    - sending 174, 177
    - setting default size 175
    - setting preferences 174
    - storing 169, 173
    - synchronizing 180
    - viewing 175, 176, 180
  - View Activity Log command 103
  - View Contact command 133
  - virtual private networks 252
  - Visibility pick list 166, 220
  - voice captions
    - adding 172, 179
    - overriding 177
    - playing 176
  - Voice Dialing application 53
  - Voice Memo application 203, 207–208
  - Voice Memo list 208
  - voice memos 115, 207, 208
  - voice messages 145
  - voicemail
    - checking for 84
    - disabling alerts for 57
    - listening to 57
    - retrieving 58, 84
    - sending calls to 56
    - setting alert tones for 79
    - setting up 57
  - Voicemail Alert pick list 79
  - Voicemail icon 57, 84
  - volume
    - alarm tones 195
    - alert tones 79
    - music 183
    - phone 24, 79, 272
    - ringer 80
    - ringtones 78
    - video clips 174
    - voice memos 208
  - Volume button 24, 79
  - volume conversions (calculator) 213
  - Volume pick list 78, 79
  - volume preferences 237
  - VPN client software 253
- ## W
- waking up screen 49
  - walkie-talkie service 127

- wallpaper 80, 179
  - warranty 262
  - web addresses 152, 153, 158, 159
  - web browser
    - accessing email and 89
    - auto-completion options for 159
    - beaming from 221
    - connection status for 152
    - customizing 158–160
    - hiding toolbar in 157
    - opening 44, 152
    - overview 149, 151
    - restrictions for 151
    - setting default view 154, 158
    - setting home page 158
    - streaming and 157
    - unsupported items 277
  - web browser buttons 153
  - web browsing
    - See also* web browser
    - DUN connections and 160, 163
    - from smart device 151
    - memory and 280
    - restrictions for 60
    - secure sites and 151
    - setting default app for 243
    - troubleshooting 276–278
  - web browsing service 10
  - web forms 152
  - Web icon 152
  - web links 36, 72, 151, 152
  - web pages
    - accessing 151, 153, 277
    - adding favorite buttons for 72
    - bookmarking 153–155
    - caching 160, 280
    - changing fonts for 238
    - changing layouts for 152
    - copying text from 157
    - dialing from 54, 158
    - disabling images 153, 159
    - displaying 151, 153
    - finding text on 158
    - opening 117, 159, 277
    - optimizing 278
    - redirecting 277
    - refreshing 153, 277
    - resizing text on 152
    - saving 154
    - scrolling 152, 159
    - selecting most recent 154
    - selecting text on 157, 159
    - sending email from 151
  - setting preferences for 158–160
  - viewing offline 154
- web-based email 89
- websites
  - See also* web browsing
  - accessing secure 151, 152, 278
  - deleting cookies for 160
  - downloading from 156, 175
  - installing from 214
  - opening History list for 158
  - submitting transactions and 152, 278
- Week View 189
- weight conversions 213
- Wide Page Mode 151, 152
- Windows systems
  - installing from 215
  - removing apps and 217
  - requirements for 25
  - sending email and 102
  - synchronizing and 29, 31, 32, 223, 228, 265
  - transferring music from 181, 182
  - upgrading and 257, 267

- viewing multimedia on 180
  - wireless accounts. *See* accounts
  - wireless connections 149, 218, 220
  - wireless features 22, 281
  - wireless modems 161
  - wireless networks 82
  - Word documents 98, 205
  - World Clock 196–198
  - World Clock icon 197
  - world map 197
  - Wrap Search check box 158
- X**
- XM Radio 156
  - Xpress Mail 89, 275, 280
    - computer setup 110
    - corporate account setup 109
- Y**
- personal account setup 108
  - Year View 189
- Z**
- ZIP files 214, 215
  - zoom settings (camera) 172

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